# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

Question # 1 of 10 ( Start time: 09:08:07 AM ) Total Marks: 1
Groups and Teams are _____
Select correct option:
One and the same things
Different things

Question # 2 of 10 ( Start time: 09:09:10 AM ) Total Marks: 1
Which of the following is NOT a goal of HRM?
Select correct option:
Integration of HRM with the corporate strategy of the organization
Producing the desired human behavior that helps to achieve the organizations goals
Creation of a flexible environment that can easily adopt change
To endure proper delivery of products

Question # 3 of 10 ( Start time: 09:10:21 AM ) Total Marks: 1
In order to promote unbiased management, organizations should develop:
Select correct option:
Powerful union
Legal compliance
Strategic alliances
Stakeholder influence

Question # 4 of 10 ( Start time: 09:10:55 AM ) Total Marks: 1
Women can not do important or heavy jobs. This is an example of:
Select correct option:
Stereotyping
Halo effect

Question # 5 of 10 ( Start time: 09:12:23 AM ) Total Marks: 1
Which of the following is a forecasting technique that involves experimenting a realworld situation through a mathematical model?
Select correct option:
Simulation
Modeling
Mock-up
Replication

Question # 6 of 10 ( Start time: 09:12:48 AM ) Total Marks: 1
Which one is not the component of training and development?
Select correct option:
Orientation
Career development
Organizational development

Change management http://www.vustudents.net

Question # 7 of 10 ( Start time: 09:14:14 AM ) Total Marks: 1
Which of the following component consists of a person's beliefs, opinions, knowledge, and information?
Select correct option:
Affective component
Cognitive component
Behavioral component
Objective component

Question # 8 of 10 ( Start time: 09:15:19 AM ) Total Marks: 1
Organization Behavior deals with:
Select correct option:
Budget of the Organization
Structure of the Organization
Individual Behavior
None of the above

Question # 9 of 10 ( Start time: 09:16:35 AM ) Total Marks: 1
An organization operates in:
Select correct option:
An isolated system
A closed system
A clogged system
An open system

Question # 10 of 10 ( Start time: 09:17:23 AM ) Total Marks: 1
According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?
Select correct option:
Civil rights
Equal pay
Worker compensation
Age discrimination

Question # 1 of 10 ( Start time: 09:19:10 AM ) Total Marks: 1
Which of these functions is affected by external influences?
Select correct option:
Staffing
Development
Maintenance
All of given options

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Question # 2 of 10 ( Start time: 09:20:16 AM ) Total Marks: 1
Which of the following statement reflects the 'Age Discrimination Act' for workers?
Select correct option:
At the age of 40 to 70, workers can not be retired by force
At the age below 18, workers can never be hired
Having 10 years of experience, workers should be promoted
Workers can never be rehired if retired once

Question # 3 of 10 ( Start time: 09:20:57 AM ) Total Marks: 1
If a company is employing the fresh graduates as well as the professional experts, the management is said to be enhancing _____.
Select correct option:
Stereotyping
Variety
Diversity
Uniformity

Question # 4 of 10 ( Start time: 09:21:32 AM ) Total Marks: 1
Organizations are adopting Total Quality Management in order to:
Select correct option:
Improve the quality
Control the costs
Restructure the organization
None of the above

Question # 5 of 10 ( Start time: 09:22:40 AM ) Total Marks: 1
Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?
Select correct option:
Backlash
Mistrust
Cohesiveness
Stereotyping

Question # 6 of 10 ( Start time: 09:22:40 AM ) Total Marks: 1
Select correct option
of race, color, sex, religion, national origin, or age, has an
equal chance for a job based on his/her qualifications
Equal Employment Opportunity

Question # 7 of 10 ( Start time: 09:23:27 AM ) Total Marks: 1
When Job analysis Is not performed?
Select correct option:

When the organization is founded
When new jobs are created
When we have already completed job analysis for similar kinds of jobs
When jobs are changed significantly

Question # 8 of 10 ( Start time: 09:24:56 AM ) Total Marks: 1
Staffing is a process of hiring qualified employees at the right place and at the right time,
to achieve _____.
Select correct option:
Targeted sales goals
Individual career goals
Return on investment
Organizational objectives

Question # 9 of 10 ( Start time: 09:25:28 AM ) Total Marks: 1
Controlling the Costs is an _____ Challenge for HRM
Select correct option:
Organizational
Environmental

Question # 10 of 10 ( Start time: 09:26:54 AM ) Total Marks: 1
A problem faced by the organization due to presence of people having different nationalities is an
Select correct option:
Environmental Challenge
Organizational Challenge
Individual Challenge
None of the above

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Question # 1 : Organizational goals should be;
**A. Achievable**
B. Ambiguous
C. Random
D. Vague
Question # 2 Organization, where employees are provided with the opportunity to learn on continuous basis is known as:
Select correct option:

Formal
Informal
Bureaucratic
**Learning**
Question # 3 Job evaluation is conducted to develop:
Select correct option:
Compensation packages
**Training modules**
Organizational grapevine
Rules & policies
Question # 4 The invisible barrier that blocks females & minorities from ascending into upper levels of an organization, is termed as:
Select correct option:
**Gender discrimination**
Glass ceiling
Affirmative action
Stereotype
Question # 5 The process through which someone becomes aware of personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals is called ___.
Select correct option:
Organizational development
Career management
Career development
**Career planning**
Question # 6 The procedure of initiating a document that specifies job title, department, the date the employee is needed for work, and other details, is known as:
Select correct option:
Employee request
Employee appropriation
Employee requisition
Employee demand
Question # 7 Who is the primary person responsible for doing the actual appraising of an employee's performance?
Select correct option:
**The employee's direct supervisor**
The company appraiser

The human resource manager
The EEO contact person
Question # 8 Socialization process of newly hired employees is usually conducted by:
Select correct option:
Marketing department
**HR department**
Accounts department
All of the given options
Question # 9 Which of the following term is said to be a part of Organizational Structure?
Select correct option:
Goal attainment
**Hierarchy level**
Performance standards
Supporting staff
Question # 10 HR responsibilities of staff managers include
Select correct option:
assistance in hiring
rewarding, counseling
assistance in promotiion
**all given option**
Question # 11 Which of the following defines the process of 'Recruitment'?
Select correct option:
Forecasting the demand of human resources
Forecasting the supply of human resources
**Discovering potential job candidates for a particular position**
Making a “hire” or “no hire” decisions
Question # 12 Charismatic leaders are those who have the ability to:
Select correct option:
Resolve every problem prevailing in the organization
**Influence others in a desired manner**
Command over larger number of employees
Strictly impose the set rules
Question # 13 Which of the following term is used for locating the qualified candidates?
Select correct option:
Recruitment sources

Recruitment leads
**Recruitment pools**
Recruitment personnels
Question # 14 Impact of individuals' behavior in an organization is studied under:
Select correct option:
Organizational culture
Organizational norms
**Organizational behavior**
Organizational rules
Question # 15 The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:
Select correct option:
Organizational development
Career management
Career development
**Career planning**
Question # 16 Organization, where employees are provided with the opportunity to learn on continuous basis is known as:
Select correct option:
Formal
Informal
Bureaucratic
**Learning**
Question # 17 Providing timely performance feedback, development assignments, and support are all part of the _____'s role in career development.
Select correct option:
**Individual**
Manager
Company
Human resource specialist
Question # 18 Which of the following defines the process of 'Recruitment'?
Select correct option:
Forecasting the demand of human resources
Forecasting the supply of human resources
**Discovering potential job candidates for a particular position**

Making a “hire” or “no hire” decisions
Question # 19 Which of the following practice involves the selling off portions of the company and making severe staff reductions?
Select correct option:
Redesigning
**Restructuring**
Organizational designing
Reengineering
Question # 20 Authority is classified among _____ levels of categories.
Select correct option:
2
4
6
**3**
Question # 21 People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:
Select correct option:
Information collector roles
**Task oriented roles**
Relationship oriented roles
Individual roles
Question #22 several factors radically changed attitudes towards human resource information systems during
Select correct option:
During the 1960s and 1970s
**During the 1970s and 1980s**
During the 1990s and 2000s
During the 1950s and 1960s
Question # 23 System used to collect, record, store, analyze, & retrieve data related to an organization, is termed as:
Select correct option:
IS (Information System)
MIS (Management Information System)
**HRIS (Human Resource Information System)**
DBMS (Data Base Management System)
Question # 24 For the selection of pilot, PIA’s management took the written test based on the understanding & application of aeronautical

engineering; under which category this test will fall?
Select correct option:
Reliable test
Content-valid test
**Criterion-valid test**
Face-valid test
Question # 25 Employees quit the organizations at their own choice through
Select correct option:
**Outplacement, restructuring**
Discharging, layoff
Transfer, demotion
Resigning, retirement
Question # 26 The inner drive that directs a person's behavior towards goal attainment is known as:
Select correct option:
Performance
**Motivation**
Need
Attitude
Question # 27 As being part of an organization, it is an employee's _____ to align his/her actions according to the set rules & policies.
Select correct option:
Right
**Responsibility**
Task
Contractual right
Question # 28 Which of the following skill/s is/are required for an effective team?
Select correct option:
Problem-solving skills
Technical skills
Interpersonal skills
**All of the given options**
Question # 29 The physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:
Select correct option:

Exhaustion
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**Burnout**
Collapse
Fatigue
Question # 30 Which of the following role a manager performs as a Resource allocator?
Select correct option:
**Interpersonal role**
Decisional role
Informational role
Supportive role
Question # 31 The emigration of trained and talented individuals to other nations due to lack of opportunity or other reasons is known as _____.
Select correct option:
Job Insecurity
Outsourcing
Workforce diversity
**Brain Drain**
Question # 32 Staffing is a process of hiring qualified employees at the right place and at the right time, to achieve _____.
Select correct option:
Targeted sales goals
Individual career goals
Return on investment
**Organizational objectives**
Question # 33 Manufacturing was the main concern of personnel department during:
Select correct option:
**Mechanistic period**
Catalytic period
Organistic period
Strategic period
Question # 34 _____ is achieved by combining capital, raw material & human resource by an organization.
Select correct option:
Sales
Capital
Input
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**Output**

Question # 35 Supervisors fall into the:

Select correct option:

Top-level

Middle-level

**First-line level**

Executive level

Question # 36 HRM is associated with the management of:

Select correct option:

General people

Labors only

**Organizational people**

Employers only

Question #37 A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

Select correct option:

Planning

Decentralization

Restructuring

**Outsourcing**

Question #38 The cognitive component consists of a person's:

Select correct option:

Emotions

**Knowledge**

Attitude

Feelings

Question #39 Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:

Select correct option:

Equal employment opportunity

**Affirmative action**

HR planning

Litigation process

Question # 40 Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?

Select correct option:

Affirmative action

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Legal compliance

**Equal employment opportunity**

Stereotype

Question #41 An organization operates in:

Select correct option:

An isolated system

A closed system

A clogged system

**An open system**

Question #42 _____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

Select correct option:

Norm

Perception

**Role**

Stereotyping

Question #43 People can be more productive while working in:

Select correct option:

Isolation

**Groups**

Crowd

None of the given options

Question #44 Which of the following component consists of a person's beliefs, opinions, knowledge, and information?

Select correct option:

Affective component

**Cognitive component**

Behavioral component

Objective component

Question #45 Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?

Select correct option:

Backlash

Mistrust

**Cohesiveness**

Stereotyping

Question #46 Which of the following personality characteristics are

associated with people who are likely to exhibit violent behavior on the job?

**a. Neurotic**

b. Optimistic

c. Extraverted

d. Type A

Question #47 Which of these suggestions is an effective way to deal with stress?

a. Meditation

b. Exercise

c. Talking with others

**d. All of the given options**

Question #48 In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

a. Chief executive officer

**b. Chief safety officer**

c. Occupational safety and health officer

d. Chief operations officer

Question #49 Who distinguished between intrinsic motivation and extrinsic motivation?

a. Frederick Taylor

b. Frederick Herzberg

c. David McClelland

**d. Edward Deci**

Question # 50 Which of the following is categorized as an indirect payment portion of employee compensation?

a. Wages

b. Salaries

**c. Employer-paid insurance**

d. Commissions

Question #51 Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?

**a. Family relationships**

b. Work performance

c. Your attention to safety

d. All of the given options

Question #52 Unemployment benefits are typically about _____ percent of a person's earnings and last for_____.

**a. 50; 26 weeks**

b. 75; 1 year
c. 100; 2 years
d. 25; 4 weeks
Question #53 Unsafe acts can be reduced through all of the following methods except:
**a. Job rotation**
b. Screening
c. Training
d. Incentive programs
Question #54 Which of these is the most common type of retirement plan?
**a. Defined benefit**
b. ERISA
c. Defined contribution
d. Money purchase plan
Question #55 Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg's Two-Factor theory?
a. Pay increases are a powerful long-term motivator
**b. Inadequate monetary rewards are a powerful dissatisfier**
c. Monetary rewards are more important than non-monetary rewards
d. Pay can never be used as a motivator
Question #56 Which pattern of communication is the quickest way to send a message?
a. The circle
b. The chain
c. The Y
**d. The wheel**
Question #57 Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?
a. An unhappy marriage
b. Ongoing money problems
c. Dissatisfaction with a job
**d. All of the given options**
Question #58 The relative position of an organization's pay incentives compared to other companies in the same industry is known as:
a. Pay structure
b. Pay appraisal
**c. Pay level**

d. Pay feedback
Question #59 Poor quality lateral communication will result in which of the following?
a. Lack of direction
**b. Lack of coordination**
c. Lack of delegation
d. Lack of control
Question #60 Which of the following is a health hazard in the work place?
a. Uncollected waste paper
b. Heavy object
c. Frayed crypt
**d. All of the given options**
Question #61 Managers can motivate people to avoid performing dysfunctional behaviors by using:
I. Extinction
II. Punishment
III. Negative reinforcement
a. I, II, III
b. I and III
c. II and III
**d. I and II**
Question #62 Workers' compensation benefits fall into all of these major categories except:
a. Medical care
**b. Retirement benefits**
c. Disability income
d. Death benefits
Question # 63 Expectancy theory focuses on the relationships between which three factors?
a. Needs, effort and persistence
b. Needs, performance and inputs
c. Inputs, performance and outcomes
**d. Needs, performance and outcomes**
Question #64 A horizontal extension of the object to increase task variety is called:
a. Job evaluation
b. Job enrichment
**c. Job enlargement**

d. Job rotation
Question # 65 Communication between two members of a project team from different function, but the same level of authority is _____ communication.
a. UP ward
b. Downward
**c. Lateral**
d. Diagonal
Question #66 HRM is associated with the management of;
A. General people
B. Financial resources
**C. Organizational people**
D. Community members
Q Question #67 To anticipate the human resource needs of the organization based on some previous data or managerial judgment is known as;
**A. Demand forecasting**
B. Supplies forecasting
C. Financial forecasting
D. Sales forecasting
Question # 68 Top level managers require _____ skills the most;
A. Technical
B. Interpersonal
**C. Conceptual**
D. Mechanical
Question #69 Matching the job description with the individuals' qualification is an important aspect of;
A. IS
B. MIS
**C. HRIS**
D. DBMS
Question #70 HR managers are generally the _____ managers;
A. Line
B. Middle
**C. Staff**
D. Top
Question # 71 Cost of human resources refers to;

A. Company profits
B. Employee shares
**C. Salary packages**
D. Earned revenues
Question # 72 The process by which people acquire skills & abilities required to perform jobs at hand, is known as:
Select correct option:
Learning
**Training**
Development
Need analysis
Question #73 SWOT Analysis is a tool for;
A. Determining organization's mission
B. Developing organizational goals
C. Formulating strategies
**D. Environmental scanning**
Question #74 Jobs are identified & grouped while;
A. Planning
**B. Organizing**
C. Leading
D. Controlling
Question # 75 According to the Hawthorne studies, the productivity of employees;
A. Increased by increasing light
B. Decreased by decreasing light
**C. Increased by observing them**
D. No change in their productivity
Question # 76Manufacturing was the main concern of personnel department during;
**A. Mechanistic period**
B. Catalytic period
C. Organist period
D. Strategic period
Question # 78 Which one of the following is NOT the source of workforce diversity?
A. Age
B. Gender
C. Education
**D. Resentment**

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Question # 79 The thorough & detailed study regarding jobs within an organization is represented by;

**A. Job analysis**

B. Job description

C. Job specification

D. Job evaluation

Question #80_____ is the process of acquiring, training, appraising and compensating employees, attending to their labor relations, health and safety and fairness concerns.

a. Labor Relations

b. Organizational Behavior

**c. Human Resource Management**

d. Organizational Health and Safety Management

Question # 81 Which of these refers to the temporary, part-time and self-employed workers?

a. Internal labor force

**b. Contingent work force**

c. High-performance work systems

d. Downsized employees

Question # 82 Which basic function of management includes delegating authority to subordinates and establishing channels of communication?

a. Planning

**b. Organizing**

c. Leading

d. Staffing

Question # 83 Over the past 25 years, all of these areas of legal environment have influenced HRM except:

a. Equal employment opportunity legislation

b. Employees pay and benefits

**c. Employee competition legislation**

d. Job security

Question # 84 One of the most popular methods of increasing employee responsibility and control is _____.

a. Outsourcing

b. "Military model" of management

c. HRIS

**d. Work teams**

Question # 85 Which of these is a major dimension of HRM practices

contributing to company competitiveness?
a. Compensating human resources
b. Acquiring and preparing human resources
c. Managing the human resource environment
**d. All of the given options**
Question #86 How has technology changed HRM practices?
a. Recruiting using the web generates smaller, more focused applicant pools.
b. Employee training is offered through scheduled classes rather than on demand.
**c. Electronic resumes take less time to evaluate than paper resumes.**
d. None of the given options.
Question # 87 How do companies facilitate workforce diversity?
a. Rely on external support systems for minority workers.
b. Encourage employees to challenge the beliefs and values of other employees.
**c. Build in accountability through surveys and audits.**
d. Reinforce traditional values.
Question # 89 Employee involvement requires extensive additional HRM activity in which of these areas?
**a. Training**
b. Benefits
c. Labor negotiation
d. Marketing
Question # 90 Managers who meet designated goals are _____.
a. Assertive
b. Efficient
**c. Effective**
d. Entitled
Question #91 David conducts new employee orientation for a large organization. His work is within which basic HRM function?
a. Management
b. Motivation
c. Career planning
**d. Training and development**
Question # 92 Employee relations specialists are involved in which of these activities?
**a. Handling employee complaints**

b. Working with position control specialists in compensation
c. Negotiating benefits packages
d. Coordinating interview schedules
Question # 93 The father of scientific management is _____.
a. Deming
b. Burns
**c. Taylor**
d. Hawthorne
Question # 94 Organizational behavior depicts the;
A. Jargons used within the organization
**B. Collective behavior of an organization**
C. Effect of society's common behavior on an organization
D. Culture prevails in an organization
Question # 95 Leaders perform;
A. Decisional roles
B. Informal roles
C. Informational roles
**D. Interpersonal roles**
Question # 96 Organizations take inputs from its;
A. Rules & Policies
**B. Internal Environment**
C. External Environment
D. Legislations
Question # 97 As organizational activities are interrelated, it is said to be;
A. A closed system
B. An isolated system
**C. An open system**
D. A clogged system
Question # 98 Management sciences department is one of the _____ of the VU;
**A. System**
B. Subsystem
C. Board
D. Structure
Question #99 Shifting from manual to computerized system is resulted due to;
A. Workforce diversity
**B. Technological advancement**

C. Stake holder's involvement
D. Globalization
Question #100 A large organization is an EEO employer with an affirmative action plan. Which of these activities is performed as part of the plan?
a. All job applicants must have a recommendation from current or past employee
b. Insurance premiums from former employers of all applicants are analyzed
**c. Job requirements are determined based on skills, knowledge and abilities**
d. Job announcements are posted on the company bulletin board
Question # 101 Which of these items would be in the highest security category of a typical HRIS?
a. Employee name
b. Former employers
**c. Salary**
d. Work location
Question #102 Which of these decreases in the labor supply is the easiest to predict?
a. Transfers-in
**b. Retirements**
c. Voluntary quits
d. Prolonged illnesses
Question #103 Wal-Mart differentiates its business by offering the lowest prices. Offering the lowest prices is Wal-Mart's _____.
a. Functional strategy
**b. Competitive advantage**
c. Distinctive competence
d. Corporate strategy
Question #104 _____ is the process of assessing progress toward strategic goals and taking corrective action as needed.
a. Strategic management
b. Strategic planning
**c. Strategic control**
d. Diversification
Question #105 _____ is the right to make decisions, to direct the work of others and to give orders.
a. Leadership

**b. Authority**
c. Delegation
d. Management
Question # 105 Which of the following is considered a qualitative approach to job analysis?
a. Position analysis questionnaire
**b. Interviews**
c. Department of Labor approach
d. Functional job analysis
Question #106 Willingness, capacity & opportunity to perform are said to be;
A. Performance outcomes
**B. Determinants of performance**
C. Performance appraisals
D. Types of performance standards
Question # 107 One of the major barriers to career advancement experiencing by working ladies
is;
**A. Difficulty in balancing work and family life**
B. Top management is usually male oriented
C. Lack of educational opportunities
D. Common perception that woman can not be better boss
Question #108 Alternative work arrangements include all of the following EXCEPT;
A. Part-time work
B. Flexible hours
**C. On-site child care**
D. Job sharing
Question # 109 Mr. Ahmed is a cashier and he feels dissatisfied at work. What best justifies this situation?
**A. His job may not be structured to suit his preferences**
B. It involves physical toughness
C. It requires mental toughness
D. It involves too much customer interaction
Question #110 A practice used by companies to assign their costly activities to outside providers, (for the purpose of cost saving), rather than completing it internally is called;
A. Planning
B. Decentralization

C. Restructuring
**D. Outsourcing**
Question #111 The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.
A. Central tendency
**B. Leniency**
C. Strictness
D. Halo effect
Question #112 The relationship between critical incident method & BARS (behaviorally anchored rating scale) is;
A. No relationship exists
B. Different methods to evaluate performance
**C. Both are similar PA methods**
D. Comparison method is used for PA, while BARS is related to training evaluation
Question #113 What is another term for 360-degree feedback?
A. Feedback loop
**B. Multi-source assessment**
C. Upward feedback
D. Circle feedback
Question #114 Standards are established to;
**A. Achieve desired outcomes**
B. Meet legal compliance
C. Achieve competitive advantage
D. Promote goodwill in market
Question #115 The point method to evaluate job is an extension of;
A. Ranking method
**B. Factor comparison method**
C. Classification method
D. Point factor method
Question # 116 Job evaluation is based on the;
A. Physical skills required by the job
**B. Relative job worth for an organization**
C. Complexity of the job to perform
D. Conceptual skill required by the job
Question # 117 Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?
A. Peers
B. Customers

C. Top management
**D. Immediate supervisor**
Question # 118 Groups are called _____ if jobs are similar.
**A. Classes**
B. Grades
C. Scales
D. Roles
Question # 119 Hawthorne studies depict the effects of work environment on:
**a) Human Behavior**
b) Human Performance
c) Human Satisfaction
d) All the given options
Question # 120 Train the raters prior to conduct the performance appraisal is an important responsibility of;
A. Top management
**B. HR department**
C. Line managers
D. Production department
Question # 121 Currently Organizations are providing benefits to their employees;
**A. To attract new blood in the organization**
B. To create stronger customer relationship
C. To enhance the market share
D. All of the above
Question # 122 Rewards offered to labors involved in production, are categorized as;
A. Salary
B. Fringe benefits
**C. Wage**
D. Commission
Question # 123 The goal of pre-retirement educational programs is to;
A. Improve job satisfaction
B. Increase employee commitment
C. Minimize medical claims from retirees
**D. Ease the transition from working life to retirement**
Question # 124 Organizations put maximum effort in measuring performance of organizational people because;

A. It makes procedures cost effective
**B. It helps in detecting the problems**
C. It leads to product innovation
D. It assists in implementing new technology
Question #125 Following are all examples of direct compensation EXCEPT;
**A. Pension**
B. Salary
C. Bonus
D. Income
Question # 126 One of the main flaws of Classification method to evaluate the jobs is;
A. It is an expensive method
B. Only beneficial for small organizations
C. Maximum probability of biasness
**D. Not useful when jobs are different**
Question #127 Appraisal of a worker's performance can be described as:
a) Planning Activity
b) Organizing Activity
**c) Controlling Activity**
d) Leading Activity
Question # 128 Which of the following measurement methods rates employee performance? relative to other employees?
A. Graphic rating scale
**B. Comparative method**
C. Essay method
D. Critical incident method
Question # 129 Process of working with different resources to accomplish organizational goals is known as:
a) Strategic management
b) Human Resource management
**c) Management**
d) Team work
Question # 130 The concept of how a person behaves in a group can be attributed to:
a) Thermodynamics
**b) Group Dynamics**
c) MBO (Management by objectives)

d) Group Behavior
Question # 131The study of Organizational Behavior is closely related to:
a) Human Psychology
b) Human Behavior in general
**c) Human Behavior at work**
d) Human-Machine Interaction
Question #132 Essential component of an organization is:
a) Team
**b) Structure**
c) Individual
d) None of the given options
Question #133 The whole is greater than the sum of its parts is known as:
a) Efficiency
b) Effectiveness
c) Productivity
**d) Synergy**
Question # 134 Virtual teams can contribute to better coordination among the team members because:
**a) Technology brings them together on a forum.**
b) Team members meet physically with each other
c) Team members share views among themselves via communication links.
d) Team members have the real time environment for interaction.
Question # 135 Setting standards should be left to the employee rather than organization leads to self controlling because:
a) It follows the management by objective approach.
b) It increases the productivity of the worker
c) It increases the confidence of workers
**d) Workers come up to the high standard since they have no pressure from his superiors.**
Question # 136 Organizational efficiency is expressed as:
1.Planning for long-run goals
**2.Making the best use of scarce resources**
3.Goal attainment
4.Meeting deadlines
Question # 137 Goal setting is:
1.Top down process

2.Bottom up process
**3.A process of top down support and bottom up development**
4.A function of senior management
Question # 138 When the firm changes the way it operates, the process is known as:
1. Downsizing
2. Brain drain
**3. Restructuring**
4. Outsourcing
Question # 139 Which one is not included in the hiring process?
1.Recruitment
2.Socialization
3.Selection
**4.Job specification**
Question # 140 Extents of individual freedom and discretion employees have in performing
their jobs is Known as
1.Capitation
2. Flextime
3.Empowerment
**4.Autonomy**
Question #141 Which of the following measures are taken to assess the intensity of employees' satisfaction and their attitude toward the training program?
Select correct option:
**· Continuous feedback**
· Profitability rate
· Market share
· Productivity levels
Question # 142 Organization, where employees are provided with the opportunity to
learn on continuous basis is known as
Select correct option:
· Formal
· Informal
· Bureaucratic
**· Learning**
Question #143 Under which of the following no screening of applicant pool is conducted before making final selection?

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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Select correct option:
**· Walk-in applicants**
· Employee referrals
· Employment agency
· School placement

Question # 144 Which of the following is NOT a concern of Human Resource Development (HRD)?
Select correct option:
· Employee training
· Employee orientation
**· Employee rights**
· Employee appraisals

Question #145 The process through which someone becomes aware of personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals is called _____.
Select correct option:
· Organizational development
· Career management
**· Career development**
· Career planning

Question #146 Employee commitment has suffered in recent years because of:
Select correct option:
· Downsizing
· Training issues
**· Appraisals**
· Performance standards

Question #147 Following are the stages of socialization process, EXCEPT:
Select correct option:
· Pre-arrival stage
· Encounter stage
· Metamorphosis stage
**· Completion stage**

Question # 148 Which performance appraisal technique lists traits and a range of performance?
Select correct option:
Alternation ranking

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**Graphic rating scale**

Management By Objective

Paired comparison

Question # 149 Which of the following is part of an employee's role in his or her own career development?

Select correct option:

Providing timely performance feedback

Participating in career development discussions

**Establishing goals and career plans**

Offering a variety of career options

Question # 150 _____ is achieved by combining capital, raw material & human resource by an organization.

Select correct option:

Sales

Capital

Input

**Output**

Question #151 Decision regarding the delivery medium for training is made prior to which of the following step?

Select correct option:

Evaluating the training program

**Designing the contents of training to be delivered**

Identifying whether the training is required or not

Conducting need assessment to identify issues

Question # 152 Unofficial part of an organization formed on the basis of common interests is known as:

Select correct option:

Formal organization

**Informal organization**

Bureaucratic organization

Virtual organization

Question #153 The re-arrangement of organizational structure & change in organizational culture is accomplished during:

Select correct option:

Task analysis

**Organizational analysis**

Person analysis

Management analysis

Question # 154 Which of the following statement reflects the 'Age

Discrimination Act' for workers?
Select correct option:
**At the age of 40 to 70, workers can not be retired by force**
At the age below 18, workers can never be hired
Having 10 years of experience, workers should be promoted
Workers can never be rehired if retired once
Question # 155 Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?
Select correct option:
Selection
**Recruitment**
Staffing
Enrollment
Question # 156 Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?
Select correct option:
Counseling simulations
Vocational interest test
Role playing
**Employment interview**
Question # 157 If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.
Select correct option:
Performance
Gaps
**Effectiveness**
Discrepancies
Question #158 Studying organizational behavior helps managers:
Select correct option:
To see the value of workforce diversity
To analyze the efficiency of organization
To analyze the efficiency of organization
**To become more effective in society**
Question # 159 If a company is employing the fresh graduates as well as the professional experts, the management is said to be enhancing _____.

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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Select correct option:
Stereotyping
Variety
**Diversity**
Uniformity
Question # 160 The cognitive component consists of a person's
Select correct option:
Emotions
**Knowledge**
Attitude
Feelings
Question # 161 Which of the given term is used to represent the segments of jobs held by an individual throughout his/her life time?
Select correct option:
Responsibility
**Career**
Occupation
Position
Question # 162 Which of the following information is NOT collected through observation method while conducting job analysis?
Select correct option:
**Who is monitoring the task?**
What task has done?
How task has done?
How long a task has taken to complete?
Question # 163 What is another term used for 360-degree feedback?
Select correct option:
Feedback loop
**Multi-source assessment**
Upward reporting
Round communication
Question # 164 Which one of the following is an outcome of 'organizing' function of management
Select correct option:
Organization's strategy
Motivation & commitment
**Organization's structure**
Performance measurement

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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Question # 165 Which of the following is a stated outcome of 'Job Analysis'?
Select correct option:
Job description
Job specification
Job evaluation
**All of the given options**

Question # 166 Which of the following is MOST important to manage workforce diversity?
Select correct option:
Lower cohesiveness
Support group
**Top-level commitment**
Resistance to change

Question # 167 Training to the raters of performance appraisal is an important responsibility of:
Select correct option:
Top management
**HR department**
Line managers
Production department

Question # 168 Graphic rating scales are subjected to all of the following problems, EXCEPT:
Select correct option:
Halo effects
**Complexity**
Central tendency
Leniency

Question # 169 Which of the following is responsible for implementing the developed strategies?
Select correct option:
**Human resource**
Physical resource
Rules & policies
Installed equipment

Question # 170 In which of the following area organizations are legally bound to maintain consistency in HR policies?
Select correct option:
Compensation system

Training & development
Safety measures
**None of the given options**
Question # 171 How can companies provide career counseling, development advice, and therapy for employees seeking to grow in their careers?
Select correct option:
**Provide career coaches**
Encourage role reversal
Establish a corporate campus
Offer online career centers
Question # 172 Which ONE of the following is not a part of Human Resource Development?
Select correct option:
Training
**Education**
Development
Rewards
Question # 173 What type of screening mode is used to reduce absenteeism and establish a baseline for future insurance claims?
Select correct option:
**Physical examinations**
Personality tests
Polygraph tests
Substance abuse screening
Question # 174 Which of the following is part of the organization's role in an employee's career development?
Select correct option:
**Communicating the mission, policies, and procedures**
Providing timely performance feedback
Participating in career development discussions
Seeking out career information
Question # 175 Which of the following term is said to be a part of Organizational Structure?
Select correct option:
Goal attainment
**Hierarchy level**
Performance standards
Supporting staff

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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Question # 176 “On going process of evaluating & managing both the behavior & outcomes in the workplace” is known as;
Select correct option:
Training & development
**Performance appraisal**
Compensation management
Job analysis
Question # 177 Which performance appraisal technique lists traits and a range of performance?
Select correct option:
Alternation ranking
**Graphic rating scale**
Management By Objective
Paired comparison
Question # 178 HRIS helps managers to perform _____ more effectively & systematically.
Select correct option:
Management functions
Controlling functions
Planning functions
**HR functions**
Question # 179 Job posting

is:
Internal advertisement by an organization to attract candidates from the existing employees, against a vacancy.
The system of transferring existing employees to comparable new jobs available in the organization.
An arrangement of in house training of employees for career advancement.
Grouping together of a family of similar jobs, under a single title to establish uniformity of standards in controls and compensations.
Question # 180 Realistic job preview is a:
Technique for listing elements of job before selecting someone to perform it.
Performance appraisal technique.
A selection device that enables the candidates to learn both the negative and positive information about the job and organization.
None of the given options

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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Question # 181 Organizational efficiency is expressed as:
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Goal attainment
Meeting deadlines
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Bottom up process
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Brain drain
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**Employee rights**
Employee appraisals
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Training issues
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Performance standards
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Encounter stage Metamorphosis stage
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**Graphic rating scale**
Management By Objective
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Virtual organization

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**Organizational analysis**

Person analysis

Management analysis

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**At the age of 40 to 70, workers can not be retired by force**

At the age below 18, workers can never be hired

Having 10 years of experience, workers should be promoted

Workers can never be rehired if retired once

Question # 195 Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

Select correct option:

Selection

**Recruitment**

Staffing

Enrollment

Question # 196 If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

Select correct option:

Performance

Gaps

**Effectiveness**

Discrepancies

Question # 197 The cognitive component consists of a person's:

Select correct option:

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**Knowledge**

Attitude

Feelings

Question # 198 Which of the given term is used to represent the segments of jobs held by an individual throughout his/her life time?

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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**Select correct option:**

Responsibility

**Career**

Occupation

Position

Question # 199 Which of the following information is NOT collected through observation method while conducting job analysis?

**Select correct option:**

**Who is monitoring the task?**

What task has done?

How task has done?

How long a task has taken to complete?

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**Select correct option:**

Feedback loop

**Multi-source assessment**

Upward reporting

Round communication

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**Select correct option:**

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**Organization's structure**

Performance measurement

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**Select correct option:**

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Support group

**Top-level commitment**

Resistance to change
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**Select correct option:**
Top management
**HR department**
Line managers
Production department
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**Select correct option:**
Halo effects
**Complexity**
Central tendency
Leniency
Question # 206 Which of the following is responsible for implementing the developed strategies?
**Select correct option:**
**Human resource**
Physical resource
Rules & policies
Installed equipment
Question # 207 In which of the following area organizations are legally bound to maintain consistency in HR policies?
**Select correct option:**
Compensation system
Training & development
Safety measures
**None of the given options**
Question # 208 How can companies provide career counseling, development advice, and therapy for employees seeking to grow in their careers?
**Select correct option:**
**Provide career coaches**
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Establish a corporate campus
Offer online career centers
Question # 209 Which ONE of the following is not a part of Human Resource Development?

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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**Select correct option:**
Training
**Education**
Development
Rewards
Question # 210 What type of screening mode is used to reduce absenteeism and establish a baseline for future insurance claims?
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Personality tests
Polygraph tests
Substance abuse screening
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Providing timely performance feedback
Participating in career development discussions
Seeking out career information
Question # 212 Which of the following term is said to be a part of Organizational Structure?
**Select correct option:**
Goal attainment
**Hierarchy level**
Performance standards
Supporting staff
Question # 213 Which performance appraisal technique lists traits and a range of performance?
**Select correct option:**
Alternation ranking
**Graphic rating scale**
Management By Objective
Paired comparison
Question # 214 A group comprises of employees who work together to complete a particular task or project is known as:
Select correct option:
Interest groups
Command group
**Task group**

Friendship groups
Question # **215** People with which type of personality trait commonly make poor decisions because they make them too fast?
Select correct option:
**Type As**
Type Bs
Self-monitors
Extroverts
Question # 216 All of the following are Decision-making styles EXCEPT:
Select correct option:
Analytical
Conceptual
**Ethical**
Behavioral
Question # 217 Which of the following is NOT a factor in the individual perceiver?
Select correct option:
Attitude
Motive
**Location**
Perception
Question # 218 All are true for internal system approach except:
Select correct option:
**Increase rate of product innovation**
Cut decision making time
Reduce production costs
Reduce time to market
Question # 219 Factors other than satisfaction that impact one's decision to leave a current job include all of the following EXCEPT:
Select correct option:
Labor market conditions
Length of tenure with the organization
Expectations about alternative job opportunities
**Organizational citizenship behavior**
Question #220 Organizational variable that affect the human behavior are Performance appraisal, work design, communication and_____
Select correct option:

Organizational change
Cultural diversity
Rapid change
Organizational structure and design
Question # 221 Which of the following is not considered as a characteristic of organizations?
Select correct option:
Social entities
Goal oriented
**Closed system**
Deliberately structured
Question # 222 Which of the following is NOT one of the six universal emotions, as agreed upon by most contemporary researchers?
Select correct option:
Anger
Fear
**Hate**
Sadness
Question # 223 _____ refers to manager's mental ability to analyze and diagnose complex situations.
Select correct option:
Human Skill
Managerial Skill
**Conceptual Skill**
Technical Skill
Question # 224 Which of the following is 'NOT' one of the most common reasons people join groups?
Select correct option:
Security
Status
**Equity**
Power
Question # 225 Job appraisal is the part of_____
Select correct option:
Sociology
Anthropology
**Psychology**
Political science
Question # 226 Which of the following is NOT consistent with

rational decision-making?
Select correct option:
Consistency
Value-maximizing
**Restraints**
Ranking of criteria
Question # 227 This of the following is NOT a factor influencing perception:
Select correct option:
Perceiver
Situation
**Stimuli**
Target
Question # 228 Which of the following statements about the determinants of personality is true?
Select correct option:
Personality appears to be a result of external factors
Personality appears to be a result of mainly hereditary factors
Personality appears to be a result of mainly environmental factors
**Personality appears to be a result of both hereditary and environmental factors**
Question # 229 Which of the following is the most productive stage in group development?
Select correct option:
Producing
Increasing
Maturity
**Performing**
Question #230Today's managers understand that the success of any effort at improving quality and productivity must include ___.
Select correct option:
Quality management programs
Customer service improvements
**Employee's participation**
Manufacturing simplification
Question #231 Sana is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her. What perceptual shortcut is Sana most likely using?

Select correct option:
Contrast effect
Halo effect
Stereotyping
**Projection**
Question # 232 Which of the following is not a core topic of organizational behavior?
Select correct option:
Motivation
Attitude development
Conflict
**Resource allocation**
Question #233 What do we call the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment?
Select correct option:
**Perception**
Interpretation
Social verification
Environmental analysis
Question # 234 The organizations offer employee stock ownership programs to gain which of the following benefit?
Select correct option:
**Increasing employee satisfaction**
Reducing salaries
Reducing stress
Increasing productivity
Question #235 Mr. Ehsan, Manager ABC Company found that skills of workers and machinery used by them as compared to the competitors in the market are obsolete within a year, which type of challenge ABC Company is facing?
Select correct option:
Globalization and Culture
High Quality and Low Quality
**Rapid Pace of Change**
Multiple Stakeholders
Question # 236 Asad, one of your newest employees, is an extravert. Which of the following statements is LEAST likely to be true?
Select correct option:

Asad will probably attend the company picnic
Asad will be suited to a managerial or sales position
Asad will probably have a large number of relationships
**Asad will perform well on specialized, detail-oriented tasks**
Question # 237 Which of the following fields has most helped us understand differences in fundamental values, attitudes, and behavior among people in different countries?
Select correct option:
**Anthropology**
Psychology
Political science
Operations researches
Question # 238 Barriers to Social perception include all EXCEPT:
Select correct option:
Halo effect
Stereotyping
**Projection**
Selective Perception
Question # 239 People with which type of personality trait commonly make poor decisions because they make them too fast?
Select correct option:
**Type As**
Type Bs
Self-monitors
Extroverts
Question # 240 Workers in Pakistan are entitled to receive pension, medical facilities and gratuity come under:
Select correct option:
Human Rights
Moral Rights
**Legal Rights**
Personal Rights
Question # 241 Which of the following are terminal values?
Select correct option:
Accuracy and Creativity
Equality and Friendliness
Profitability and Hard work
**Excellence and Innovation**
Question # 242 Ahmed is responsible to transmit information to

outsiders on organization's plans, policies, actions and results. Which managerial role is he playing in organization?
Select correct option:
Disseminator
**Spokesperson**
Representative
Figurehead
Question #243 Management roles (Interpersonal, Informational, Decisional ) were coined by
Select one:
**Henry Mintzberg**
Peter Drucker
Michael E. Porter
Bill Gates

Question # 1 of 10 ( Start time: 07:56:12 AM ) Total Marks: 1
Which of the following term is used for locating the qualified candidates?
Select correct option:
Recruitment sources
Recruitment leads
Recruitment pools
Recruitment personnels

Question # 2 of 10 ( Start time: 07:56:44 AM ) Total Marks: 1
Organizational basic components are:
Select correct option:
Machinery, people, office building
People, purpose, structure
People, structure, finances
People, strategies, resources

Question # 3 of 10 ( Start time: 07:57:54 AM ) Total Marks: 1
The manager's responsible to specify the qualifications employees need to fill specific positions is
Select correct option:
line manager
middle manager
top manager
none of given option

Question # 4 of 10 ( Start time: 07:58:59 AM ) Total Marks: 1

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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Which of the following defines the process of 'Recruitment'?
Select correct option:
Forecasting the demand of human resources
Forecasting the supply of human resources
Discovering potential job candidates for a particular position
Making a “hire” or “no hire” decisions

Question # 5 of 10 ( Start time: 07:59:34 AM ) Total Marks: 1
The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:
Select correct option:
HR planning
Job analysis
Recruitment
Selection

Question # 6 of 10 ( Start time: 08:00:24 AM ) Total Marks: 1
Background investigations and reference checks are considered to verify candidate’s _____ .
Select correct option:
Age
Marital status
Credentials
Gender

Question # 7 of 10 ( Start time: 08:01:48 AM ) Total Marks: 1
360% feedback involves appraisals by:
Select correct option:
Line managers
Subordinates'
Superiors'
Anyone who is directly in contact with the appraised person

Question # 8 of 10 ( Start time: 08:03:14 AM ) Total Marks: 1
The best hiring occurs when
Select correct option:
The goals of the organization and the goals of the individual have consistency.
The goals of the supervisor and the goals of the individual have consistency.
The goals of the higher management and the goals of the individual have consistency.
The goals of HR department and the goals of the individual have consistency.

Question # 9 of 10 ( Start time: 08:04:45 AM ) Total Marks: 1
Which one is not true about the Re-engineering?

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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SHINING STAR ($$)

Select correct option:
Stress level may be magnified
Conflict level may get severe
It may leave the employees confused and angry
People remain unaffected

Question # 10 of 10 ( Start time: 08:05:41 AM ) Total Marks: 1
Who is said to be responsible for task allocation in order to fulfill the organizational goals?
Select correct option:
Stockholders
Stakeholders
Managers
Investors

Question # 1 of 10 ( Start time: 05:48:22 PM ) Total Marks: 1
_____ is termed as the "right arm of the top executive."
Select correct option:
staff manager
line manager
personnel manager
Secretary

Question # 2 of 10 ( Start time: 05:48:55 PM ) Total Marks: 1
The ability to think about abstract & complex situations is refered as:
Select correct option:
Technical skill
Interpersonal skill
Conceptual skill
Mechanical skill

Question # 3 of 10 ( Start time: 05:50:13 PM ) Total Marks: 1
Blind box Ads are used for
Select correct option:
Good reputation
Low profile jobs
Promotion
Publicity

Question # 4 of 10 ( Start time: 05:51:43 PM ) Total Marks: 1
How do companies facilitate workforce diversity?
Select correct option:
By relying on external support systems for minority workers

By encouraging employees to challenge beliefs and values of other employees
By organizing social activities
By reinforcing traditional values

Question # 5 of 10 ( Start time: 05:52:52 PM ) Total Marks: 1
A manager's function is classified as line or staff based on the organization's
Select correct option:
Vision
Flow of authority
objectives
none of given option

Question # 6 of 10 ( Start time: 05:53:49 PM ) Total Marks: 1
Methods of Collecting Job Analysis Information include
Select correct option:
Interview
Questionnaire
Logs
all of given option

Question # 7 of 10 ( Start time: 05:54:55 PM ) Total Marks: 1
Followings are included in contingent workers EXCEPT:
Select correct option:
Part-timers
Contractors
Directors
Temporaries
s)

Question # 8 of 10 ( Start time: 05:55:32 PM ) Total Marks: 1
Entrepreneurs are said to perform the:
Select correct option:
Interpersonal role
Informational role
Supportive role
Decisional role

Question # 9 of 10 ( Start time: 05:56:10 PM ) Total Marks: 1
HR department maintains _____ records.
Select correct option:
Inventory
Sales
Production

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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SHINING STAR ($$)

Employee

Question # 10 of 10 ( Start time: 05:56:59 PM ) Total Marks: 1
Which of the following is NOT a function of HRM?
Select correct option:
To Attract People
To Develop People
To Motivate People
None of these

Question # 1 of 10 ( Start time: 01:37:06 PM ) Total Marks: 1
If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.
Select correct option:
Performance
Gaps
Effectiveness
Discrepancies

Question # 2 of 10 ( Start time: 01:37:38 PM ) Total Marks: 1
_____ is termed as the "right arm of the top executive."
Select correct option:
staff manager
line manager
personnel manager
Secretary

Question # 3 of 10 ( Start time: 01:38:48 PM ) Total Marks: 1
Which of the following is the major objective of training function of HRM?
Select correct option:
To attract qualified applicant to fill the job vacancies
To give employees the skills and knowledge to perform their jobs effectively
To help a new employee adjust himself to the new job and the employer
To monitor employee performance to ensure that it is at acceptable levels

Question # 4 of 10 ( Start time: 01:39:24 PM ) Total Marks: 1
KSA stands for
Select correct option:
Knowledge, talent, ability
Knowledge, skills, aptitude
Knowledge, skills, ability
Knowledge, talent, ability

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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Question # 5 of 10 ( Start time: 01:40:20 PM ) Total Marks: 1
Manufacturing was the main concern of personnel department during:
Select correct option:
Mechanistic period
Catalytic period
Organistic period
Strategic period

Question # 6 of 10 ( Start time: 01:40:45 PM ) Total Marks: 1
The process of pursuing an inclusive culture where newcomers feel welcomed by existing
employees and everyone sees the value of his or her job, is termed as:
Select correct option:
Management of uniformity
Variety management
Managing stereotypes
Diversity management

Question # 7 of 10 ( Start time: 01:42:00 PM ) Total Marks: 1
Which of the following recruitment method provides a platform to multiple employers to attract large number of applicants?
Select correct option:
Job offer
Job fair
Job festival
Job listing

Question # 9 of 10 ( Start time: 01:43:35 PM ) Total Marks: 1
A system that prohibits interaction with the world outside is termed as _____
Select correct option:
Closed System
Open System
Question # 10 of 10 ( Start time: 01:44:50 PM ) Total Marks: 1
Unofficial part of an organization formed on the basis of common interests is known as:
Select correct option:
Formal organization
Informal organization
Bureaucratic organization
Virtual organization

**2)** Hawthorne studies depict the effects of work environment on:

**a) Human Behavior**

b) Human Performance

c) Human Satisfaction

d) All the given options

The study of Organizational Behavior is closely related to:

a) Human Psychology

b) Human Behavior in general

**c) Human Behavior at work**

d) Human-Machine Interaction

Virtual teams can contribute to better coordination among the team members because:

**a) Technology brings them together on a forum.**

b) Team members meet physically with each other

c) Team members share views among themselves via communication links.

d) Team members have the real time environment for interaction.

**9)** Setting standards should be left to the employee rather than organization leads to self controlling because:

a) It follows the management by objective approach.

b) It increases the productivity of the worker

c) It increases the confidence of workers

**d) Workers come up to the high standard since they have no pressure from his superiors.**

**10)** Which one is not basic component of OB (Organizational Behavior) Model?

a) Organization

b) Group

**c) Team**

d) Individual

1. **A system used to acquire, store, manipulate, analyze, retrieve, and distributed information related to the company's human resources is called a(n) _____**

    1. **HRIS**
    2. Progressive discipline system
    3. IRS
    4. Contingent workforce system

3. **HRM has primary responsibility for all of these implementation variables except:**

1. Task design
2. People
3. Reward systems
4. **Organization structure**

4. **Which of these is the process of getting detailed information about jobs?**

1. Job design
2. Job description
3. **Job analysis**
4. Job skills

5. **In which of these steps, the HR manager attempts to ascertain the supply of and demand for various types of human resources?**

1. **Forecasting**
2. Program implementation
3. Evaluation
4. Goal setting

6. **Which of these is defined as any practice or activity carried on by the organization with the primary purpose of identifying and attracting potential employees?**

1. A leading indicator analysis
2. **Recruitment**
3. Personnel policies
4. Selection

7. **Scientific management was one of the earliest and best-known statements of the _____ approach.**

1. Biological
2. Motivational
3. Perceptual-Motor
4. **Mechanistic**

8. **Most HR functions spend very little time on:**

1. **Traditional activities**
2. Transactional activities
3. Transformational activities
4. Day-to-day operational activities

9. **Playing the role of _____ requires designing and delivering efficient and effective HR systems, processes, and practices.**

1. Administrative Agent
2. Change Agent
3. **Strategic Partner**
4. Employee Advocate

10. **Which of these refers to the degree to which decision-making authority resides at the top of the organizational chart?**

1. Job design
2. Decentralization
3. Unity of command
4. **Centralization**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

1. Following are the basic principles or conditions that facilitate learning except

1. Participation
2. Relevance
3. Feedback
4. Education

2. Career Development is:

1. A formal approach taken by an organization to help its people acquire the skills and experiences needed to perform current and future jobs.
2. An employee's progresses vertically upward in the organization from one specific job to the next.
3. Both a vertical sequence of jobs and a series of horizontal opportunities.
4. Self-understanding for future jobs. Then, the person is in a position to establish realistic goals and determine how to achieve these goals.

3. _____ can provide an opportunity for the employee to share in decision making, to learn by watching others, and to investigate specific organizational problems.

1. Lectures & Seminars
2. Assistant to Position
3. Committee Assignments

4. Simulations:

4. _____ is a career-path method recognizing that technical specialists can and should be allowed to continue to contribute their expertise to a company without having become managers.

1. Demotion
2. Lateral skill path
3. Dual-career path
4. None of the given options

Training instruction for a small group, which employs such techniques as role-playing or simulation etc. and encounters give and take sessions and problem-solving techniques is called:

1. Career counseling
2. Workshop
3. Development Plan
4. On the job training

5. Barriers to career advancement include:
    1. Lack of time
    2. Rigid job specifications
    3. Short-term focus
    4. All of the given options

6. The basic skills possessed by the individual that are required to give certain performance are termed as:
    1. Ability
    2. Motivation
    3. Experience
    4. Performance

7. Using the _____ approach, managers evaluate organizational effectiveness.
    1. External resource
    2. Internal systems
    3. Technical
    4. Systems

8. A career stage in which one begins to search for work and finds a first job is:
    1. Exploration period
    2. Establishment period
    3. Middle stage
    4. None of the given options

9. Without proper feedback about an employee's effort and its effect on performance, we run the risk of decreasing his/ her _____.
    1. Salary
    2. Experience
    3. Motivation
    4. Performance appraisal

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Q1.** HRM is associated with the management of;

A. General people

B. Financial resources

C. Organizational people

D. Community members

**Q2**. Cost of human resources refers to;

A. Company profits

B. Employee shares

C. Salary packages

D. Earned revenues

**Q3**. Top level managers require _____ skills the most;

A. Technical

B. Interpersonal

C. Conceptual

D. Mechanical

**Q4**. Matching the job description with the individuals' qualification is an important aspect of;

A. IS

B. MIS

C. HRIS

D. DBMS

**Q5**. HR managers are generally the _____ managers;

A. Line

B. Middle

C. Staff

D. Top

**Q6**. Manufacturing was the main concern of personnel department during;

A. Mechanistic period

B. Catalytic period

C. Organist period

D. Strategic period

**Q7**. SWOT Analysis is a tool for;

A. Determining organization's mission

B. Developing organizational goals

C. Formulating strategies

D. Environmental scanning

**Q8**. Jobs are identified & grouped while;

A. Planning

B. Organizing

C. Leading

D. Controlling

**Q9**. According to the Hawthorne studies, the productivity of employees;

A. Increased by increasing light

B. Decreased by decreasing light

C. Increased by observing them

D. No change in their productivity

**Q10**. Organizational goals should be;

A. Achievable

B. Ambiguous

C. Random

D. Vague

**Q11**. Which one of the following is **NOT** the source of workforce diversity?

A. Age

B. Gender

C. Education

D. Resentment

**Q12**. To anticipate the human resource needs of the organization based on some previous data or managerial judgment is known as;

A. Demand forecasting

B. Supplies forecasting

C. Financial forecasting

D. Sales forecasting

**Q13**. The thorough & detailed study regarding jobs within an organization is represented by;

A. Job analysis

B. Job description

C. Job specification

D. Job evaluation

**Q14**. A practice used by companies to assign their costly activities to outside providers,

(for the purpose of cost saving), rather than completing it internally is called;

A. Planning

B. Decentralization

C. Restructuring

D. Outsourcing

**Q15**. Organizational behavior depicts the;

A. Jargons used within the organization

B. Collective behavior of an organization

C. Effect of society's common behavior on an organization

D. Culture prevails in an organization

**Q16**. Leaders perform;

A. Decisional roles

B. Informal roles

C. Informational roles

D. Interpersonal roles

**Q17**. Organizations take inputs from its;

A. Rules & Policies

B. Internal Environment

C. External Environment

D. Legislations

**Q18**. As organizational activities are interrelated, it is said to be;

A. A closed system

B. An isolated system

C. An open system

D. A clogged system

**Q19**. Management sciences department is one of the _____ of the VU;

A. System

B. Subsystem

C. Board

D. Structure

**Q20**. Shifting from manual to computerized system is resulted due to;

A. Workforce diversity

B. Technological advancement

C. Stake holder's involvement

D. Globalization

Quiz 5

1. _____ is the process of acquiring, training, appraising and compensating employees, attending to their labor relations, health and safety and fairness concerns.

1. Labor Relations
2. Organizational Behavior
3. Human Resource Management
4. Organizational Health and Safety Management

2. Which of these refers to the temporary, part-time and self-employed workers?
    1. Internal labor force
    2. Contingent work force
    3. High-performance work systems
    4. Downsized employees

3. Which basic function of management includes delegating authority to subordinates and establishing channels of communication?
    1. Planning
    2. Organizing
    3. Leading
    4. Staffing

4. Over the past 25 years, all of these areas of legal environment have influenced HRM except:
    1. Equal employment opportunity legislation

2. Employees pay and benefits
3. Employee competition legislation
4. Job security

5. One of the most popular methods of increasing employee responsibility and control is _____.
    1. Outsourcing
    2. "Military model" of management
    3. HRIS
    4. Work teams

6. Which of these is a major dimension of HRM practices contributing to company competitiveness?
    1. Compensating human resources
    2. Acquiring and preparing human resources
    3. Managing the human resource environment
    4. All of the given options

7. How has technology changed HRM practices?
    1. Recruiting using the web generates smaller, more focused applicant pools.

2. Employee training is offered through scheduled classes rather than on demand.
3. Electronic resumes take less time to evaluate than paper resumes.
4. None of the given options.

8. How do companies facilitate workforce diversity?

1. Rely on external support systems for minority workers.
2. Encourage employees to challenge the beliefs and values of other employees.
3. Build in accountability through surveys and audits.
4. Reinforce traditional values.

9. Employee involvement requires extensive additional HRM activity in which of these areas?

1. Training
2. Benefits
3. Labor negotiation
4. Marketing

10. Managers who meet designated goals are _____.

1. Assertive

2. Efficient
3. Effective
4. Entitled

11. David conducts new employee orientation for a large organization. His work is within which basic HRM function?

1. Management
2. Motivation
3. Career planning
4. Training and development

12. Employee relations specialists are involved in which of these activities?

1. Handling employee complaints
2. Working with position control specialists in compensation
3. Negotiating benefits packages
4. Coordinating interview schedules

13. The father of scientific management is _____.

1. Deming
2. Burns
3. Taylor

4. Hawthorne

14. A large organization is an EEO employer with an affirmative action plan. Which of these activities is performed as part of the plan?

1. All job applicants must have a recommendation from current or past employee
2. Insurance premiums from former employers of all applicants are analyzed
3. Job requirements are determined based on skills, knowledge and abilities
4. Job announcements are posted on the company bulletin board

15. Which of these items would be in the highest security category of a typical HRIS?

1. Employee name
2. Former employers
3. Salary
4. Work location

16. Which of these decreases in the labor supply is the easiest to predict?

1. Transfers-in
2. Retirements

3. Voluntary quits
4. Prolonged illnesses

17. Wal-Mart differentiates its business by offering the lowest prices. Offering the lowest prices is Wal-Mart's _____.

1. Functional strategy
2. Competitive advantage
3. Distinctive competence
4. Corporate strategy

18. _____ is the process of assessing progress toward strategic goals and taking corrective action as needed.

1. Strategic management
2. Strategic planning
3. Strategic control
4. Diversification

19. _____ is the right to make decisions, to direct the work of others and to give orders.

1. Leadership
2. Authority
3. Delegation

4. Management

20. Which of the following is considered a qualitative approach to job analysis?

1. Position analysis questionnaire
2. Interviews
3. Department of Labor approach
4. Functional job analysis

**21. Which of the following personality characteristics are associated with people who are likely to exhibit violent behavior on the job?**

**1. Neurotic**
2. Optimistic
3. Extraverted
4. Type A

**22. Which of these suggestions is an effective way to deal with stress?**

1. Meditation
2. Exercise
3. Talking with others

4. All of the given options

23. In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

1. Chief executive officer
2. Chief safety officer
3. Occupational safety and health officer
4. Chief operations officer

24. Who distinguished between intrinsic motivation and extrinsic motivation?

1. Frederick Taylor
2. Frederick Herzberg
3. David McClelland
4. Edward Deci

25. Which of the following is categorized as an indirect payment portion of employee compensation?

1. Wages
2. Salaries
3. Employer-paid insurance
4. Commissions

26. Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?

1. Family relationships
2. Work performance
3. Your attention to safety
4. **All of the given options**

27. Unemployment benefits are typically about _____ percent of a person's earnings and last for_____.

1. **50; 26 weeks**
2. 75; 1 year
3. 100; 2 years
4. 25; 4 weeks

28. Unsafe acts can be reduced through all of the following methods except:

1. **Job rotation**
2. Screening

3. Training
4. Incentive programs

29. **Which of these is the most common type of retirement plan?**

**1. Defined benefit**
2. ERISA
3. Defined contribution
4. Money purchase plan

30. **Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg's Two-Factor theory?**

1. Pay increases are a powerful long-term motivator
**2. Inadequate monetary rewards are a powerful dissatisfier**
3. Monetary rewards are more important than non-monetary rewards
4. Pay can never be used as a motivator

31. **Which pattern of communication is the quickest way to send a message?**

1. The circle
2. The chain
3. The Y
**4. The wheel**

32. Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?

1. An unhappy marriage
2. Ongoing money problems
3. Dissatisfaction with a job
4. **All of the given options**

33. The relative position of an organization's pay incentives compared to other companies in the same industry is known as:

1. Pay structure
2. Pay appraisal
3. **Pay level**
4. Pay feedback

34. Poor quality lateral communication will result in which of the following?

1. Lack of direction
2. **Lack of coordination**
3. Lack of delegation
4. Lack of control

35. **Which of the following is a health hazard in the work place?**

1. Uncollected waste paper
2. Heavy object
3. Frayed crypt
4. **All of the given options**

36. **Managers can motivate people to avoid performing dysfunctional behaviors by using:**

**I. Extinction**

**II. Punishment**

**III. Negative reinforcement**

1. I, II, III
2. I and III
3. II and III
4. **I and II**

37. **Workers' compensation benefits fall into all of these major categories except:**

1. Medical care
2. **Retirement benefits**
3. Disability income

4. Death benefits

**38. Expectancy theory focuses on the relationships between which three factors?**

1. Needs, effort and persistence
2. Needs, performance and inputs
3. Inputs, performance and outcomes
4. **Needs, performance and outcomes**

**39. A horizontal extension of the object to increase task variety is called:**

1. Job evaluation
2. Job enrichment
3. **Job enlargement**
4. Job rotation

**40. Communication between two members of a project team from different function, but the same level of authority is _____ communication.**

1. UP ward
2. Downward
3. **Lateral**

4. Diagonal

Quiz 6

1. **One reason for falling union membership in recent years is that _____**

    1. **Legislation protects workers in a way that was once only offered by the unions**
    2. Unions have been seen as largely ineffectual
    3. Union membership is too expensive
    4. Manufacturers will not hire union members
    5. Union members earn less on average compared to non-union members

2. **All of the following types of organizations are covered by the Occupational Safety and Health Act except _____**

    1. Federal agencies
    2. Hospitals
    3. Schools
    4. **Self-employed persons**
    5. Manufacturing facilities

3. There is fairly strong evidence that traits can predict _____ more accurately than leadership effectiveness

    1. **Leadership emergence**
    2. Extraversion in leaders
    3. Leadership awareness
    4. Leadership competence
    5. The conscientiousness of leaders

4. Which one of the following is not implied in the definition of power?

    1. Influence
    2. Potential
    3. Dependency
    4. **Actualization**
    5. Capacity

5. The conflict-handling intention of accommodating is _____

    1. assertive and uncooperative
    2. assertive and cooperative
    3. unassertive and uncooperative
    4. **unassertive and cooperative**
    5. reflective and emotional

6. **Which department enforces the standards set out in the Occupational Safety and Health Act?**
    1. Department of Health Services
    2. **Department of Labor**
    3. Department of Defense
    4. Department of Financial Services
    5. Economic Development Department

7. **Family issues, economic problems, and personality characteristics are examples of the _____ factor of potential stress**
    1. Social
    2. Environmental
    3. Personnel
    4. Psychological
    5. **Personal**

8. **The _____ form of union security means that it is up to the workers whether or not they join the union and only those who join must pay dues.**
    1. Closed shop
    2. Union shop

3. Agency shop
4. **Open shop**
5. Maintenance of agreement

9. **The dimension of assertiveness refers to situations _____**
   1. **in which one party attempts to satisfy his/her own concerns**
   2. in which there is an expression of competition
   3. involving a major behavior change
   4. that lead to conflict
   5. in which one party behaves generously

10. **Which of the following benefits could be awarded as workers' compensation?**
    1. Cash benefit
    2. Medical services
    3. Time off with pay
    4. Time off without pay
    5. **a and b**

quiz 7

Please highlight the correct option.

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

Q. 1 All of the following are External Environmental Factors except

1. Legal Considerations
2. The Labor Force
3. Customers
4. Corporate Culture

Q. 2 The people who perform tasks in a wide variety of human resource-related areas are called

1. HR Executives
2. HR Generalists
3. HR Specialist
4. All of the given options

Q. 3 A strategy intended to achieve fair employment by urging employers to hire certain groups of people who were discriminated against in the past is known as

1. Fair employment
2. Equal Employment Opportunity (EEO)
3. Affirmative action
4. Employment discrimination

Q. 4 Generally, the goal setting is a

1. Top down process
2. Bottom up process
3. Process of top down support and bottom up development
4. Function of senior management

Q. 5 Following are the reasons for conducting job analysis except

1. Staffing workers
2. Observing workers
3. Training and Development
4. Legal Considerations

Q. 6 The method that uses the organization's current level of employment as the starting point for determining future staffing needs is

1. Zero Based Forecasting
2. Bottom-Up Approach
3. Forecasting Human Resource Availability
4. None of the given options

Q. 7 job analysis can be performed in all of the following ways except

1. Interviews conducted with departing employees
2. Analyzing log books

3. Observing hourly workers
4. Giving workers checklist to indicate which tasks on the list are performed during job.

Q. 8 What specific activities listed below are part of the organizing function?

1. Giving each subordinate a specific task
2. Recruiting prospective employees
3. Training and developing employees
4. Developing rules and procedures

Q. 9 _____ are authorized to direct the work of subordinates.

1. Staff managers
2. Line managers
3. Leaders
4. Advisory board members

Q.10 What tactic will employers likely have to take to fill openings left by retiring employees?

1. Instituting flexible work hours
2. Providing elder care
3. Hiring more women
4. Rehiring retirees

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

Quiz 8

1. A process that significantly affects organizational success by having managers and employees work together to set expectations, review results, and reward performance.
    1. Management by Objectives
    2. Performance Appraisal
    3. Performance Management
    4. Organizational Planning

2. _____ is solely responsible for managing individual's career.
    1. Individual
    2. Team
    3. Organization
    4. HR Manager

3. The evaluator uses a list of behavioral descriptions and checks off those behaviors that apply to the employee. This method of appraisal is called
    1. Forced-Choice Appraisal
    2. Forced Distribution Appraisal

3. Checklist Appraisal
4. Behaviorally Anchored Rating Scales

4. Any compensation method that ties pay to the quantity or quality of work the person produces is called
    1. Gain-sharing Plan
    2. Incentive Plan
    3. Compensation Plan
    4. Pay for performance Plan

5. Employee evaluations are directly affected by a "supervisor's perceptions of who is believed to be in control of the employee's performance – the employer or the manager." This theory is known as
    1. Attribution Theory
    2. Stereotype
    3. Halo Effect
    4. None of above options

6. Which has an impact on job pricing and the ultimate determination of an individual's financial compensation?
    1. The Organization
    2. The Job

3. The Employee
4. All of the above options

7. Office environment that contain harmful airborne chemicals, asbestos, or indoor pollution is referred to
    1. Homicide
    2. Sick Building
    3. Green Environment
    4. Environment pollution

8. Benefits offered to employees reflect many of the trends existing in our
    1. Country
    2. Environment
    3. Organization
    4. Labor Force

9. Recognition, positive reinforcement and employees' empowerment can be used to avoid the
    1. Turnover
    2. Conflict
    3. Accident

4. Frustration

10. Not giving a compliment for a job done very well can cause

1. Punishment
2. Extinction
3. Negative Reinforcement
4. De-motivation

Quiz 9

1. Which is a common law doctrine stating that employers have the right to hire, fire, demote, or promote whomever they choose, unless there is a law or contract to the contrary .

1. Management Rights
2. Employment at Will
3. Statutory Rights
4. Contractual Rights

2. The ability of one person to influence another is

1. Power
2. Responsibility
3. Authority
4. All given options

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

3. The first formal stage of the disciplinary procedure is

    1. Written Verbal Warning
    2. Written Warning
    3. Employee Separation
    4. Show-Cause Notice

4. A worker surplus forecasted results in

    1. Creative Recruiting
    2. Special Training Programs
    3. Reduced Hours
    4. Succession Planning

5. Which theory suggests that a leader should adapt his/her leadership style to the task?

    1. Path-Goal Leadership Theory
    2. Vroom-Jago-Yetton Model
    3. LMX Theory

4. The Situational Leadership Model

6. To be effective, leaders must provide a _____that is a general statement of the organization's intended direction that evokes positive emotional feelings in organization members.

1. Vision
2. Mission
3. Goal
4. Declaration

7. These rights Protect employees from discrimination, Safe working conditions, Right to form unions

1. Statutory Rights
2. Contractual Rights
3. Employment policies
4. Civil Rights

8. For simplicity's sake, we can classify the most frequent violations of discipline into _____ categories.

1. Two
2. Three

3. Four
4. Six

9. To Becoming a Leader do all except

1. Build Your Power Base
2. Develop Your Judgment
3. Use Your Management Skills
4. Do Not Trust Anyone

10. A forecasting tool that uses mathematical equations to predict the behavior of one variable on the basis of other known variable/s is known as

1. Managerial judgment
2. Regression analysis
3. Trend analysis
4. Ratio analysis

Quiz 10

**The re-arrangement of organizational structure & change in organizational culture is accomplished during:**

? Task analysis
? Organizational analysis
? Person analysis
? **Management analysis**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Question No: 2 ( Marks: 1 ) - Please choose one**

**Decision regarding the delivery medium for training is made prior to which of the following step?**

? Evaluating the training program

? **Designing the contents of training to be delivered**

? Identifying whether the training is required or not

? Conducting need assessment to identify issues

**Question No: 3 ( Marks: 1 ) - Please choose one**

**Organization, where employees are provided with the opportunity to learn on continuous basis is known as:**

? Formal

? Informal

? Bureaucratic

? **Learning**

**Question No: 4 ( Marks: 1 ) - Please choose one**

**Which of the following statement defines 'Socialization'?**

? **The formation of an attachment bond between an infant and its career**

? The tendency of social theorists to explain everything in terms of social causes

? The process of becoming part of a society by learning its norms and values

? The historical process by which societies change from traditional to modern ones

**Question No: 5 ( Marks: 1 ) - Please choose one**

**The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:**

? **Physical examination**

? Personality test

? Polygraph test

? Substance abuse

**Question No: 6 ( Marks: 1 ) - Please choose one**

**In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali?**

? Reliable test

? Content-valid test

? Face-valid test

? **Construct-valid test**

**Question No: 7 ( Marks: 1 ) - Please choose one**

**What measure should be needed to ensure effective recruitment?**

? **Keep pool of large size to get best out of it**

? Address personnel needs of applicants

? Meet economies of scale for an organization

? Clearly understand organizational goals

**Question No: 8 ( Marks: 1 ) - Please choose one**

**Which of the following identifies the minimum acceptable qualification that the incumbent must possess to perform a particular job successfully?**

? Job analysis

? **Job specification**

? Job description

? Job evaluation

**Question No: 9 ( Marks: 1 ) - Please choose one**

**SWOT Analysis is a tool for:**

? Determining the mission

? Dividing missions into goals

? **Scanning the environment**

? Monitoring frequent performances

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Question No: 10 ( Marks: 1 ) - Please choose one**

**People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:**

? Information collector roles

? **Task oriented roles**

? Relationship oriented roles

? Individual roles

**Question No: 11 ( Marks: 1 ) - Please choose one**

**Individual's behavior comprises of:**

? Heritage

? Perception

? Emotions

? **All of the given options**

**Question No: 12 ( Marks: 1 ) - Please choose one**

**Which of the following term is used to study the collective behavior of individuals within an organization?**

? Organizational culture

? Organizational norms

? **Organizational behavior**

? Organizational rules

**Question No: 13 ( Marks: 1 ) - Please choose one**

**Which of the following skills are required most by the Top-level managers?**

? Technical skills

? Interpersonal skills

? **Conceptual skills**

? All of the given options

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Question No: 14 ( Marks: 1 ) - Please choose one**

**Which of the following department of an organization perform the managerial function of matching organizational needs with the skills & abilities of the employees?**

? Finance department

? Marketing department

? Production department

? **Human Resource department**

**Question No: 15 ( Marks: 1 ) - Please choose one**

**A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:**

? Planning

? Decentralization

? Restructuring

? **Outsourcing**

**Question No: 16 ( Marks: 1 ) - Please choose one**

**Which of the following aspect should be considered during task analysis, before conducting the training in an organization?**

? Individuals who require training

? Shortcomings in existing technology

? Ineffective feedback system of organization

? **Areas where training is required**

**Question No: 17 ( Marks: 1 ) - Please choose one**

**As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?**

? Maintaining and updating the jobs

? Identify objectives of job analysis

? Identify the job to be analyzed

? **Draft job description & job specification**

**Question No: 18 ( Marks: 1 ) - Please choose one**

**Which of the following step is MOST important in creating job-fit?**

? **An effective selection process**

? Promotion and transfer of existing employees

? Training of employees

? Competitive compensation packages

**Question No: 19 ( Marks: 1 ) - Please choose one**

**Members of an effective team should be more:**

? Extrovert

? **Homogeneous**

? Inflexible

? Introvert

**Question No: 20 ( Marks: 1 ) - Please choose one**

**_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.**

? Process

? Self-managed

? **Virtual**

? Cross-functional

**Question No: 21 ( Marks: 1 ) - Please choose one**

**Which one of the following is NOT the characteristic of a Virtual Team?**

? Lack of nonverbal signals

? Limited social contact

? **Increased social relationship**

? Ability to overcome time and space constraints

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**Question No: 22 ( Marks: 1 ) - Please choose one**

**_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.**

? **Synergy**
? Enthusiasm
? Energy
? Initiative

**Question No: 23 ( Marks: 1 ) - Please choose one**

**Which is NOT a weakness of group decision-making?**

? Group decisions are time-consuming
? **Groups enhance creativity through diverse views**
? Group members suffer from ambiguous responsibilities
? Groups can be dominated by one or a few members

**Question No: 24 ( Marks: 1 ) - Please choose one**

**Managers who are indulged in establishing policies & procedures are fall under which category?**

? Staff
? **Line**
? Functional
? Operational

**Question No: 25 ( Marks: 1 ) - Please choose one**

**Which of the following term best represents the individuals who have interests in an organization and influenced by it?**

? Workforce
? **Stakeholders**

? Customers

? Stockholders

**Question No: 26 ( Marks: 1 ) - Please choose one**

**Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information?**

? Monitor

? Liaison

? **Disseminator**

? Figurehead

**Question No: 27 ( Marks: 1 ) - Please choose one**

**Being a Figurehead, manager has to perform which of the following role?**

? Informational roles

? Decisional roles

? **Interpersonal roles**

? Sequential roles

**Question No: 28 ( Marks: 1 ) - Please choose one**

**How many levels of management are in a traditional organization?**

? 5

? **3**

? 8

? 4

**Question No: 29 ( Marks: 1 ) - Please choose one**

**The ability to think about abstract & complex situations is refered to as:**

? Mechanical skill

? Technical skill

? Interpersonal skill

? **Conceptual skill**

**Question No: 30 ( Marks: 1 ) - Please choose one**

**Controlling is mandatory to:**

? Large organizations

? Small & medium enterprises

? **All of the given options**

? Private organizations

**Question No: 31 ( Marks: 1 ) - Please choose one**

**"Management" is concerned with the administration of:**

? Human resource

? Financial resource

? Physical resource

? **All of the given options**

**Question No: 32 ( Marks: 1 ) - Please choose one**

**A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:**

? Cooperative work

? Student placement

? **Internship program**

? Student leasing

**Question No: 33 ( Marks: 1 ) - Please choose one**

**Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?**

? Affirmative action

? Legal compliance

? **Equal employment opportunity**

? Stereotype

**Question No: 34 ( Marks: 1 ) - Please choose one**

**If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.**

? Performance

? Gaps

? **Effectiveness**

? Discrepancies

**Question No: 35 ( Marks: 1 ) - Please choose one**

**Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?**

? **Trade unions**

? Human relation movement

? Employment legislations

? None of the given options

**Question No: 36 ( Marks: 1 ) - Please choose one**

**HR department became the main force behind all changes during:**

? Mechanistic period

? **Catalytic period**

? Organistic period

? Strategic period

**Question No: 37 ( Marks: 1 ) - Please choose one**

**As a result of which of the following activity, HRIS is gaining popularity day by day?**

? Generating organizational reports

? **Managing resources effectively**

? Retrieving timely information

? Handling bundles of data

**Question No: 38 ( Marks: 1 ) - Please choose one**

**Achievable & quality performance standards can be set with the help of accurate:**

**? Job analysis**

? Job description

? Job specification

? Job evaluation

**Question No: 39 ( Marks: 1 ) - Please choose one**

**Organizational Behavior is a study of investigating the impact of:**

? **Employees' behavior in an organization**

? Societal behavior on an organization

? Country's culture on an organization

? Country's economy on an organization

**Question No: 40 ( Marks: 1 ) - Please choose one**

**Which of the following is the main focus of Organizational Behavior?**

? Society

? Stockholders

? **People at work**

? Union

**Question No: 41 (Marks: 10)**

**Explain the following terms:**

**Personality**

**Perception**

**Attitude**

**Values**

**Ethics**

**ANSWER:**

**PERSONALITY:** Personality is a combination of psychological traits that describes a person.

**PERCEPTION**: Perception is the mental process to pay attention selectively to some stimuli in the environment.

**ATTITUDE**: Attitude comprises of feelings, beliefs and behaviors.

**VALUES**: Values are the basic conviction about what is right and wrong.

**ETHICS**: Ethics are the rules and principles that tell what is right and wrong.

**Question # 2 of 20 ( Start time: 09:10:26 PM )** **Total Marks:** 1

Which of the following is a micro-level challenge faced by an organization?

**Select correct option:**

- Work force diversity
- Restructuring
- Legislation
- Technology

**Question # 5 of 20 ( Start time: 09:13:53 PM )** **Total Marks:** 1

Within an Organizations people work:

**Select correct option:**

- Individually

- In hierarchy
- Separately
- Independently

**Question # 6 of 20 ( Start time: 09:15:20 PM )** **Total Marks:** 1

_____ assists organizations, its managers, and organizational staff.

**Select correct option:**

- Marketing department
- Finance department
- HR department
- Production department

**Question # 7 of 20 ( Start time: 09:16:49 PM )** **Total Marks:** 1

Which one of the following is Not a benefit of workforce diversity?

**Select correct option:**

- More innovation
- Better Problem solving
- Diversity Training

- Greater system flexibility

**Question # 12 of 20 ( Start time: 09:23:22 PM )** **Total Marks:** 1

Which of the following is mandatory for the formation of an organization?

**Select correct option:**

- An individual
- Two or more individuals
- A proprietor
- An employee

**Question # 13 of 20 ( Start time: 09:23:41 PM )** **Total Marks:** 1

Which of the following act represents a situation in which employment decisions are NOT effected by illegal discrimination?

**Select correct option:**

- Fair employment
- Legal compliance
- Litigation process
- Affirmative action

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Click here to Save Answer & Move to Next Question

**Question # 14 of 20 ( Start time: 09:25:02 PM )** **Total Marks:** 1

Which of the following is the main focus of Organizational Behavior?

**Select correct option:**

- Society
- Stockholders
- People at work
- Union

Click here to Save Answer & Move to Next Question

**Question # 15 of 20 ( Start time: 09:25:41 PM )** **Total Marks:** 1

Which of the following statement reflects the 'Age Discrimination Act' for workers?

**Select correct option:**

- At the age of 40 to 70, workers can not be retired by force

- At the age below 18, workers can never be hired
- Having 10 years of experience, workers should be promoted
- Workers can never be rehired if retired once

Click here to Save Answer & Move to Next Question

**Question # 16 of 20 ( Start time: 09:27:09 PM )** **Total Marks:** 1

The mental process to pay attention selectively to some stimuli and cues in our environment is known as:

**Select correct option:**

- Perception
- Personality
- Attitude
- Ability

Click here to Save Answer & Move to Next Question

**Question # 17 of 20 ( Start time: 09:27:50 PM )** **Total Marks:** 1

Staffing is a process of hiring qualified employees at the right place and at the right time, to achieve _____.

**Select correct option:**

- Targeted sales goals
- Individual career goals
- Return on investment
- Organizational objectives

Click here to Save Answer & Move to Next Question

**Question # 18 of 20 ( Start time: 09:29:21 PM )** **Total Marks:** 1

Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?

**Select correct option:**

- Affirmative action
- Legal compliance
- Equal employment opportunity
- Stereotype

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Click here to Save Answer & Move to Next Question

**Question # 19 of 20 ( Start time: 09:30:36 PM )** **Total Marks:** 1

Formal organizations are _____ organizations.

**Select correct option:**

- Structured
- Unstructured
- Irrational
- Spontaneous

Click here to Save Answer & Move to Next Question

**Question # 1 of 20 ( Start time: 09:35:47 PM )** **Total Marks:** 1

_____ assists organizations, its managers, and organizational staff.

**Select correct option:**

- Marketing department

- Finance department
- HR department
- Production department

Click here to Save Answer & Move to Next Question

**Question # 2 of 20 ( Start time: 09:37:13 PM )** **Total Marks:** 1

Authority is a/an _____ force to control others' behavior.

**Select correct option:**

- Legal
- Illegal
- Implied
- Applied

Click here to Save Answer & Move to Next Question

**Question # 3 of 20 ( Start time: 09:38:37 PM )** **Total Marks:** 1

Manufacturing was the main concern of personnel department during:

**Select correct option:**

- Mechanistic period
- Catalytic period
- Organistic period
- Strategic period

Click here to Save Answer & Move to Next Question

**Question # 4 of 20 ( Start time: 09:40:07 PM )** **Total Marks:** 1

_____ team has control over its work pace, determination of work assignments and operate without a manager.

**Select correct option:**

- Problem identification
- Self-managed
- Virtual
- Cross-functional

Click here to Save Answer & Move to Next Question

**Question # 5 of 20 ( Start time: 09:41:27 PM )** **Total Marks:** 1

Who is said to be responsible for task allocation in order to fulfill the organizational goals?

**Select correct option:**

- Stockholders
- Stakeholders
- Managers
- Investors

Click here to Save Answer & Move to Next Question

**Question # 6 of 20 ( Start time: 09:42:54 PM )** **Total Marks:** 1

People can be more productive while working in:

**Select correct option:**

- Isolation

- Groups
- Crowd
- None of the given options

Click here to Save Answer & Move to Next Question

**Question # 7 of 20 ( Start time: 09:43:30 PM )** **Total Marks:** 1

The cognitive component consists of a person's:

**Select correct option:**

- Emotions
- Knowledge
- Attitude
- Feelings

Click here to Save Answer & Move to Next Question

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
## Solved by
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Quiz Start Time: 09:35 PM

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**Question # 8 of 20 ( Start time: 09:44:20 PM )** **Total Marks:** 1

Which of the following is the main focus of Organizational Behavior?

**Select correct option:**

- Society
- Stockholders
- People at work
- Union

Click here to Save Answer & Move to Next Question

**Question # 9 of 20 ( Start time: 09:44:33 PM )** **Total Marks:** 1

The ability to think about abstract & complex situations is refered as:

**Select correct option:**

- Technical skill
- Interpersonal skill

- Conceptual skill
- Mechanical skill

Click here to Save Answer & Move to Next Question

**Question # 10 of 20 ( Start time: 09:44:59 PM )** **Total Marks:** 1

Which of the following is mandatory for the formation of an organization?

**Select correct option:**

- An individual
- Two or more individuals
- A proprietor
- An employee

Click here to Save Answer & Move to Next Question

**Question # 12 of 20 ( Start time: 09:46:43 PM )** **Total Marks:** 1

'Human Relation Approach' was emerged during:

**Select correct option:**

- 1930-40
- 1940-50
- 1950-60
- 1960-70

Click here to Save Answer & Move to Next Question

**Question # 13 of 20 ( Start time: 09:48:11 PM )** **Total Marks:** 1

Main source of creating difference among organizations is:

**Select correct option:**

- Human resource
- Physical resources
- Modren technology
- Heavy budgets

Click here to Save Answer & Move to Next Question

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**Question # 14 of 20 ( Start time: 09:49:28 PM )** **Total Marks:** 1

Which of the following is a micro-level challenge faced by an organization?

**Select correct option:**

- Work force diversity
- Restructuring
- Legislation
- Technology

Click here to Save Answer & Move to Next Question

**Question # 15 of 20 ( Start time: 09:49:41 PM )** **Total Marks:** 1

Which of the following terms correctly represents different types of managers?

**Select correct option:**

- Executive, CEO, director
- Dimensional, functional, strategic

- Tactical, operational, functional
- Tactical. operational, strategic

Click here to Save Answer & Move to Next Question

**Question # 16 of 20 ( Start time: 09:50:47 PM )** **Total Marks:** 1

The act of reorganizing a company for the purpose of making it more efficient and therefore more profitable is known as:

**Select correct option:**

- Redesigning
- Restructuring
- Designing
- Reengineering

Click here to Save Answer & Move to Next Question

**Question # 17 of 20 ( Start time: 09:51:19 PM )** **Total Marks:** 1

Individual's behavior comprises of:

**Select correct option:**

- Heritage
- Perception
- Emotions
- All of the given options

Click here to Save Answer & Move to Next Question

**Question # 18 of 20 ( Start time: 09:52:34 PM )** **Total Marks:** 1

HR department maintains _____ records.

**Select correct option:**

- Inventory
- Sales
- Production
- Employee

Click here to Save Answer & Move to Next Question

**Question # 19 of 20 ( Start time: 09:53:14 PM )** **Total Marks:** 1

How do companies facilitate workforce diversity?

**Select correct option:**

- By relying on external support systems for minority workers
- By encouraging employees to challenge beliefs and values of other employees
- By organizing social activities
- By reinforcing traditional values

Click here to Save Answer & Move to Next Question

**Question # 20 of 20 ( Start time: 09:54:35 PM )** **Total Marks:** 1

How many levels of management are in a traditional organization?

**Select correct option:**

- 5
- 3

- 8
- 4

Click here to Save Answer & Move to Next Question

**Question No: 1 ( Marks: 1 ) - Please choose one**

---

**HRIS helps managers to perform which of the following functions more effectively & systematically?**

- ► Controlling functions
- ► Planning functions
- ► Human resource functions
- ► Management functions

**Question No: 2 ( Marks: 1 ) - Please choose one**

---

**Technically HRIS is a/an:**

- ► System software
- ► System hardware
- ► Database system
- ► Operating system

**Question No: 3 ( Marks: 1 ) - Please choose one**

---

**HRIS is used to facilitate the decisions related to:**

- ► Overall organization

► Employment planning

► Sales forecasting

► Resource allocation

**Question No: 4 ( Marks: 1 ) - Please choose one**

**The major concern of the organizations during 1990s was:**

► Productivity

► Efficiency

► Quality

► All of the given options

**Question No: 5 ( Marks: 1 ) - Please choose one**

**Which of the following is NOT a method of an external recruitment?**

► Job advertisements

► Job postings

► Internship programs

► Job fairs

**Question No: 6 ( Marks: 1 ) - Please choose one**

---

**Controlling involves all EXCEPT:**

► Goal attainment

► Corrective measures

► Standards achievement

► Employees motivation

**Question No: 7 ( Marks: 1 ) - Please choose one**

---

**Controlling is mandatory to:**

► Small & medium enterprises

► Private organizations

► All of the given options

► Large organizations

**Question No: 8 ( Marks: 1 ) - Please choose one**

---

**Effectiveness is the degree to which organizations' products/services respond to:**

► All of the given options

► Customer satisfaction

► Environmental needs

► Quality standard

**Question No: 9 ( Marks: 1 ) - Please choose one**

---

**Unofficial part of an organization formed on the basis of common interests is known as:**

► Formal organization

► Informal organization

► Bureaucratic organization

► Virtual organization

**Question No: 10 ( Marks: 1 ) - Please choose one**

---

**According to Hawthorne Studies, which of the following work group influenced productivity & employees' behavior?**

- ► Formal
- ► Informal
- ► Reserved
- ► Ceremonial

**Question No: 11 ( Marks: 1 ) - Please choose one**

---

**Which of the following is categorized as the authority to give orders to subordinates?**

- ► Functional
- ► Staff
- ► Operational
- ► Line

**Question No: 12 ( Marks: 1 ) - Please choose one**

---

**Which one of the following is NOT the benefit of making teams?**

► Every member is mutually accountable within a team

► Teams enable organizations to better utilize employees' talents

► Teams create trust and a collaborative culture

► Teams always perform better than individuals in all situations

**Question No: 13 ( Marks: 1 ) - Please choose one**

**The process of pursuing an inclusive culture where newcomers feel welcomed by existing employees and everyone sees the value of his or her job, is termed as:**

► Management of uniformity

► Variety management

► Managing stereotypes

► Diversity management

**Question No: 14 ( Marks: 1 ) - Please choose one**

**How often HR planning process is implemented within an organization?**

► Continuously

► Annually

► Bi-annually

► Quarterly

**Question No: 15 ( Marks: 1 ) - Please choose one**

**As an HR manager you are going to conduct job analysis, which one of the following factor you should consider for its effectiveness?**

- ► Ensure top management support
- ► Use a single source of information
- ► Conduct analysis for multiple jobs at once
- ► Review existing job documents

**Question No: 16 ( Marks: 1 ) - Please choose one**

**Which of the following skills are required most by the Top-level managers?**

- ► Technical skills
- ► Interpersonal skills
- ► Conceptual skills
- ► All of the given options

**Question No: 17 ( Marks: 1 ) - Please choose one**

**Individual's behavior comprises of:**

- ► Heritage
- ► Perception
- ► Emotions
- ► All of the given options

**Question No: 18 ( Marks: 1 ) - Please choose one**

---

**Organizations started giving more focus on the quality of work life (QWL) during:**

- ► 1960-70
- ► 1970-80
- ► 1980-90
- ► 1990-2000

**Question No: 19 ( Marks: 1 ) - Please choose one**

---

**Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?**

- ► Power
- ► Influence
- ► Authority
- ► Command

**Question No: 20 ( Marks: 1 ) - Please choose one**

---

**Which of the following information is NOT collected through observation method while conducting job analysis?**

- ► Who is monitoring the task?
- ► What task has done?
- ► How task has done?
- ► How long a task has taken to complete?

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**Question No: 21 ( Marks: 1 ) - Please choose one**

---

**Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?**

- ► Curriculum vitae
- ► Educational record
- ► Career goal
- ► Interview questioning

**Question No: 22 ( Marks: 1 ) - Please choose one**

---

**Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?**

- ► Cognitive aptitude test
- ► Job knowledge test
- ► Vocational interest test
- ► Psychomotor abilities test

**Question No: 23 ( Marks: 1 ) - Please choose one**

---

**In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali?**

- ► Reliable test
- ► Content-valid test
- ► Face-valid test
- ► Construct-valid test

**Question No: 24 ( Marks: 1 ) - Please choose one**

---

**During which stage of socialization, employees successfully internalize the organizational norms & beliefs?**

- ► Pre-arrival stage
- ► Encounter stage
- ► Metamorphosis stage
- ► Post-retirement stage

**Question No: 25 ( Marks: 1 ) - Please choose one**

---

**Which of the following is considered as the last stage in the HRM/personnel development?**

- ► Bureaucratic management
- ► Records and administration
- ► Regulative accountability
- ► Competitive advantage

**Question No: 26 ( Marks: 1 ) - Please choose one**

---

**Decentralization offers several benefits to the organizations. Which one of the following is/are considered benefit(s) of decentralization?**

- ► Increased work schedule flexibility
- ► Increased pool of skilled workers
- ► Increased employees participation
- ► All of the given options

**Question No: 27 ( Marks: 1 ) - Please choose one**

---

**A human resource manager in a medium-sized manufacturing firm is responsible to comply with the implementation of working conditions and health and safety of the workers at the workplace according to the Factories Act 1934. Which of the following external factors prompted this action?**

- ► Labor union
- ► Management thought
- ► Work force diversity
- ► Government legislation

**Question No: 28 ( Marks: 1 ) - Please choose one**

---

**Ahmed, HR manager of Tri-Star Technologies is involved in human resource planning process. What sort of information can be obtained through supply and demand forecasts?**

► Overstaffing in sales department

► Shortage of machine operators in production department

► Estimates of changes in the external supply

► All of the given options

**Question No: 29 ( Marks: 1 ) - Please choose one**

---

**The corporate strategy of National Investment Bank was acquisition. What would be the associated human resource strategies in order to achieve this corporate strategy?**

► Aggressive recruiting and hiring, rapidly rising wages, job creation, expanding training and development

► Layoffs, wage reduction, productivity increases, job redesign, renegotiating labor arrangement

► Specialized job creation, hiring of specialists, specialized training and development

► Selective layoffs, transfers/placement, job combinations, orientation and training, managing cultural transition

**Question No: 30 ( Marks: 1 ) - Please choose one**

---

**The human resource manager of a large textile organization based in Faisalabad is unable to hire best people for her company because of a new restriction that no longer pays traveling cost to participate in job fairs of other cities. Therefore he is limited to college job fairs within the city. What one of the following recruiting constraints is most affecting her organization?**

► Organizational image

► Internal organizational politics

► Government's influence

► Costs

**Question No: 31 ( Marks: 1 ) - Please choose one**

---

**All of the following are advantages of internal recruiting except**

► It is less costly than going outside to recruit

► Those chosen internally already know the organization

► It improves the probability of good selection

► It generate infighting among the rival candidates for promotion

**Question No: 32 ( Marks: 1 ) - Please choose one**

---

**For the post of CCR in a call center, candidate has passed the usual selection criteria- the employment test, interview and background checks. What should be the next step?**

► To verify educational documents

► To pass screening interview

► To complete application blank

► To give him appointment letter

**Question No: 33 ( Marks: 1 ) - Please choose one**

**How does mentoring differ from the orientation?**

► Mentoring is done when an employee is being prepared for jobs of greater responsibility. Orientation is done when an employee first joins an organization

► Mentoring is done by the supervisor. Orientation is conducted by the peers

► Mentoring is done to familiarize employees with procedures. Orientation is guiding employee in task completion

► There is no difference in mentoring and orientation

**Question No: 34 ( Marks: 1 ) - Please choose one**

**Why are training programs evaluated in the industry?**

► Evaluation is required for junior cadre employees training programs

► Employees have the right to comment on the training they receive

► Evaluation is a necessary component of establishing training effectiveness

► Organizations are legally bound to evaluate training programs

**Previous company records & customer satisfaction surveys may serve as a source for:**

**Cultivating learning culture within the organization**

**Determining deficiencies that require training**

**Developing career development plans for employees**

- Identifying training outcomes through evaluation

---

**What could be the main consideration of an HR manager during recruitment?**

- Outsource the employee selection to recruiting agencies
- **Screen the pool of appropriate applicants**
- Attract a large number of applicants
- Only hire the experienced candidates

---

**Entrepreneurs are said to perform the:**

- Interpersonal role
- Informational role
- Supportive role
- **Decisional role**

---

**Resources are allocated & assigned while:**

- **Planning & Organizing**
- Leading & Controlling
- Organizing & Controlling
- Controlling & Planning

---

**In order to ensure better compensation & salary packages for employees, organization should develop:**

- Job description
- Job specification
- Job evaluation
- **All of the given options**

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**Question No: 20 ( Marks: 1 ) - Please choose one**

---

**Previous company records & customer satisfaction surveys may serve as a source for:**

- ► Cultivating learning culture within the organization
- ► **Determining deficiencies that require training**
- ► Developing career development plans for employees
- ► Identifying training outcomes through evaluation

**Question No: 13 ( Marks: 1 ) - Please choose one**

---

**Which one of the following is NOT the characteristic of a Virtual Team?**

- ► Lack of nonverbal signals
- ► Limited social contact
- ► **Increased social relationship**
- ► Ability to overcome time and space constraints

**Question No: 27 ( Marks: 1 ) - Please choose one**

---

**Which one of the following is NOT included in 'Training and Development'?**

- ► Orientation
- ► Career development

► Employee education

► **Recruitment**

**Question No: 33 ( Marks: 1 ) - Please choose one**

**The extent to which an employment selection test provides consistent results is known as:**

► **Reliability**

► Dependability

► Consistency

► Trustworthiness

**Question No: 2 ( Marks: 1 ) - Please choose one**

**Impact of individuals' behavior within an organization is studied under:**

Organizational culture

Organizational norms

**Organizational behavior**

Organizational rules

**Question No: 13 ( Marks: 1 ) - Please choose one**

**Who is responsible to take corrective actions in response to unforeseen problems?**

Liaison

**Disturbance-handler**

Figurehead

- Spokesperson

**Question No: 22 ( Marks: 1 ) - Please choose one**

---

**Which of the following represents the basic goal of the recruitment?**

- Communicate job opening positions clearly
- Attract maximum number of applicants
- Self select out the candidates to save time and money
- **Attract the qualified candidates & not the unqualified ones**

**Question No: 28 ( Marks: 1 ) - Please choose one**

---

**Cost of human resource increases considerably due to which of the following?**

- Cost of production
- Rate of absenteeism
- **Complicated technology**
- Outdated equipment

**Question No: 35 ( Marks: 1 ) - Please choose one**

---

**Which selection tool is considered least by HR managers while hiring an individual?**

- Candidate interviews
- **Reference letters**
- Application blanks
- Academic records

**Question No: 2 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

---

**The actions of people at work place are studied under which of the following discipline?**

- ► Psychology
- ► **Organizational behavior**
- ► Sociology
- ► Anthropology

**Question No: 3 ( Marks: 1 ) - Please choose one**

---

**Job specification is a statement that represents:**

- ► Required skills
- ► Specific qualification
- ► Personality traits
- ► **All of the given options**

**Question No: 11 ( Marks: 1 ) - Please choose one**

---

**Which of the following is an online recruitment method engaged in by a single employer or group of employers to attract a large number of applicants?**

- ► Job fairs
- ► Recent grads
- ► Internship programs
- ► **Recruiting sites**

**Question No: 12 ( Marks: 1 ) - Please choose one**

---

**Which of the given statement reflects the Relationship between HRM & Management?**

- ► Both are same

► Management is one aspect of HRM

► **HRM is one aspect of Management**

► No relationship exists

**Question No: 7 ( Marks: 1 ) - Please choose one**

---

**What measure should be needed to ensure effective recruitment?**

► **Keep pool of large size to get best out of it**

► Address personnel needs of applicants

► Meet economies of scale for an organization

► Clearly understand organizational goals

**Question No: 11 ( Marks: 1 ) - Please choose one**

---

**Individual's behavior comprises of:**

► Heritage

► Perception

► Emotions

► **All of the given options**

**Question No: 17 ( Marks: 1 ) - Please choose one**

---

**As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?**

► Maintaining and updating the jobs

► Identify objectives of job analysis

► Identify the job to be analyzed

► **Draft job description & job specification**

**Question No: 19 ( Marks: 1 ) - Please choose one**

---

**Members of an effective team should be more:**

► Extrovert

► **Homogeneous**

► Inflexible

► Introvert

**Question No: 20 ( Marks: 1 ) - Please choose one**

---

**_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.**

► Process

► Self-managed

► **Virtual**

► Cross-functional

**Question No: 30 ( Marks: 1 ) - Please choose one**

---

**Controlling is mandatory to:**

► Large organizations

► Small & medium enterprises

► **All of the given options**

► Private organizations

**Question No: 34 ( Marks: 1 ) - Please choose one**

---

**If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.**

► Performance

► Gaps

► **Effectiveness**

► Discrepancies

**Question No: 9 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Formal organizations are _____ organizations.**

- Structured
- Unstructured
- Irrational
- Spontaneous

**Question No: 18 ( Marks: 1 ) - Please choose one**

**Organizations shifted from manual to computerized system as a result of:**

- Workforce diversity
- Technological advancement
- Stake holder's involvement
- Globalization

**Question No: 39 ( Marks: 1 ) - Please choose one**

**Which of the following is said to be the main focus of Organization Behavior?**

- How to become more effective in society
- How to best utilize human resource
- How to become environmental friendly
- How to become a market leader

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
## Solved by
## SHINING STAR ($$)

**Question No: 40 ( Marks: 1 ) - Please choose one**

**Why Interpersonal skills are essential for employees to remain effective in their jobs?**

- Helpful in the employees' motivation
- Enhance the employees' skills
- Increase the profitability of an organization
- Promote the centralized culture in an organization

**Question No: 6 ( Marks: 1 ) - Please choose one**

---

**Technically HRIS is a/an:**

- ► System software
- ► System hardware
- ► Database system
- ► Operating system

Question No 41

Suppose you're a manager and u have task to make computerized database management program, but your staff have very little knowledge and don't know about it, for this purpose which manager role play by a manager, ex

**Question No: 1 ( Marks: 1 ) - Please choose one**

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

- ► Rightsizing
- ► Affirmative action
- ► Downsizing
- ► Discrimination

**Question No: 2 ( Marks: 1 ) - Please choose one**

**Which of the following component of attitude represents a person's opinions, knowledge, and information?**

- ► Affective component
- ► Cognitive component
- ► Behavioral component
- ► Objective component

**Question No: 3 ( Marks: 1 ) - Please choose one**

**Which of the following term best represents the individuals who have interests in an organization and are influenced by it?**

- ► Workforce
- ► Stakeholders
- ► Customers
- ► Stockholders

**Question No: 4 ( Marks: 1 ) - Please choose one**

**Decision regarding the delivery medium for training is made prior to which of the following step?**

- ► Evaluating the training program
- ► Designing the contents of training to be delivered
- ► Identifying whether the training is required or not
- ► Conducting need assessment to identify issues

**Question No: 5 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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SHINING STAR ($$)

**The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:**

- ► Physical examination
- ► Personality test
- ► Polygraph test
- ► Substance abuse

**Question No: 6 ( Marks: 1 ) - Please choose one**

**Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?**

- ► Work knowledge test
- ► Trade knowledge test
- ► Job knowledge test
- ► Position knowledge test

**Question No: 7 ( Marks: 1 ) - Please choose one**

**Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?**

- ► Curriculum vitae
- ► Educational record
- ► Career goal
- ► Interview questioning

**Question No: 8 ( Marks: 1 ) - Please choose one**

**Which of the following information is NOT collected through observation method while conducting job analysis?**

- ► Who is monitoring the task?
- ► What task has done?
- ► How task has done?
- ► How long a task has taken to complete?

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

**Question No: 9 ( Marks: 1 ) - Please choose one**

**'Fair employment legislation' is applicable to which of the following?**

- ► Collective bargaining
- ► Planning & selection
- ► Training & development
- ► Grapevine network

**Question No: 10 ( Marks: 1 ) - Please choose one**

**'Career counseling' is part of which of the following functions of HRM?**

- ► Compensation & benefits
- ► Planning & selection
- ► Training & development
- ► Maintainence of HRIS

**Question No: 11 ( Marks: 1 ) - Please choose one**

**The emigration of trained and talented individuals to other nations mostly due to lack of opportunities is known as:**

- ► Job insecurity
- ► Outsourcing
- ► Workforce diversity
- ► Brain drain

**Question No: 12 ( Marks: 1 ) - Please choose one**

**_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.**

- ► Norm
- ► Perception
- ► Role
- ► Stereotyping

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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SHINING STAR ($$)

**Question No: 13 ( Marks: 1 ) - Please choose one**

**Which of the following skills are required most by the Top-level managers?**

- ► Technical skills
- ► Interpersonal skills
- ► Conceptual skills
- ► All of the given options

**Question No: 14 ( Marks: 1 ) - Please choose one**

**Which of the following involves channeling the behavior of all personnel to accomplish the organization's mission and objectives while simultaneously helping them accomplish their own career objectives?**

- ► Planning
- ► Organizing
- ► Leading
- ► Controlling

**Question No: 15 ( Marks: 1 ) - Please choose one**

**Which of the following stage of training module identifies the mediums of training?**

- ► Designing phase of training
- ► Training Need Analysis
- ► Determining training objectives
- ► Training evaluation

**Question No: 16 ( Marks: 1 ) - Please choose one**

**Previous company records & customer satisfaction surveys may serve as a source for:**

- ► Cultivating learning culture within the organization
- ► Determining deficiencies that require training
- ► Developing career development plans for employees
- ► Identifying training outcomes through evaluation

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Question No: 17 ( Marks: 1 ) - Please choose one**

**'Due to lack of knowledge among employees, they are unable to operate the computerized MIS', which of the following addresses this problem?**

- ► **Provision of new computers**
- ► **Conduct relevant training**
- ► **Supply input devices**
- ► **Supply output devices**

**Question No: 18 ( Marks: 1 ) - Please choose one**

**What could be the main consideration of an HR manager during recruitment?**

- ► **Outsource the employee selection to recruiting agencies**
- ► **Screen the pool of appropriate applicants**
- ► **Attract a large number of applicants**
- ► **Only hire the experienced candidates**

**Question No: 19 ( Marks: 1 ) - Please choose one**

**Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:**

- ► **Labor market**
- ► **Employment market**
- ► **Employee market**
- ► **Job market**

**Question No: 20 ( Marks: 1 ) - Please choose one**

**Ufone, appointed Mr. Ali just to develop training modules for its employees. In such a case Mr. Ali is said to be a/an:**

- ► **HR executive**

► HR generalist
► HR specialist
► None of the given options

**Question No: 21 ( Marks: 1 ) - Please choose one**

**HR managers who are close & answerable to top management/CEO, and perform one or more HR functions are titled as;**

► HR specialists
► Functional managers
► HR generalists
► HR executives

**Question No: 22 ( Marks: 1 ) - Please choose one**

**Unilever is serving all around the world with its diversified products, it is said to be practicing:**

► Business globalization
► Technological advancements
► Rapid changes
► Stakeholders' management
► Business globalization

**Question No: 23 ( Marks: 1 ) - Please choose one**

**Entrepreneurs are said to perform the:**

► Interpersonal role

► **Informational role**

► **Supportive role**

► **Decisional role**

**Question No: 24 ( Marks: 1 ) - Please choose one**

**Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:**

► **Technical skills**

► **Interpersonal skills**

► **Conceptual skills**

► **Practical skills**

**Question No: 25 ( Marks: 1 ) - Please choose one**

**Which of the following abilities are categorized as the Technical skill of an individual?**

► **Judgment & creativity**

► **Analysis & communication**

► **Knowledge & proficiency**

► **Innovation & advancement**

**Question No: 26 ( Marks: 1 ) - Please choose one**

**Resources are allocated & assigned while:**

► **Planning & Organizing**

► **Leading & Controlling**

► **Organizing & Controlling**

► **Controlling & Planning**

**Question No: 27 ( Marks: 1 ) - Please choose one**

**Which of the following statement represents "effectiveness"?**

► **Achieve most output with less time**

► **Achieve mass production**

► **Achieve most output with least input**

► **Achieve organizational goals**

**Question No: 28 ( Marks: 1 ) - Please choose one**

**"A person is known by the company he/she keeps"; is well described by which of the term?**

► **Prejudice**

► **Stereotype**

► **Introversion**

► **Extroversion**

**Question No: 29 ( Marks: 1 ) - Please choose one**

**A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:**

► **Cooperative work**

► **Student placement**

► **Internship program**

► **Student leasing**

**Question No: 30 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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SHINING STAR ($$)

**According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?**

- ► **Civil rights**
- ► **Equal pay**
- ► **Worker compensation**
- ► **Age discrimination**

**Question No: 31 ( Marks: 1 ) - Please choose one**

**Which of the following had gained importance during 1970s to save the organizations from courts?**

- ► **Trade unions**
- ► **Human relation movement**
- ► **Employment legislations**
- ► **None of the given options**

**Question No: 32 ( Marks: 1 ) - Please choose one**

**HR department became the main force behind all changes during:**

► **Mechanistic period**

- ► **Catalytic period**
- ► **Organistic period**
- ► **Strategic period**

**Question No: 33 ( Marks: 1 ) - Please choose one**

**For which of the following employees' participation plays a vital role?**

- ► **Enhance goals' complexity**
- ► **Develop tools for measurable goals**
- ► **Redefine goals frequently**
- ► **Ensure goals attainment**

**Question No: 34 ( Marks: 1 ) - Please choose one**

**HR department maintains _____ records.**

- ► **Employee**
- ► **Sales**
- ► **Production**
- ► **Inventory**

**Question No: 35 ( Marks: 1 ) - Please choose one**

**By retrieving required information timely, organizations are in the position to:**

- ► **Take critical decisions**
- ► **Support organizational activities**
- ► **Facilitate organizational people**
- ► **Implement strategies more efficiently**

**Question No: 36 ( Marks: 1 ) - Please choose one**

**The thorough & detailed study regarding jobs within an organization is termed as:**

- ► **Job analysis**
- ► **Job description**
- ► **Job specification**
- ► **Job evaluation**

**Question No: 37 ( Marks: 1 ) - Please choose one**

**Which of the following condition stimulates the need of Job analysis within an organization?**

- ► **Creation of New jobs**
- ► **Prior to job specification**
- ► **While modifying existing jobs**
- ► **All of the given options**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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**Question No: 38 ( Marks: 1 ) - Please choose one**

**The set of tasks & duties assigned to a particular person is said to be his/her:**

- ► **Position**
- ► **Duty**
- ► **Responsibility**
- ► **Work**

**Question No: 39 ( Marks: 1 ) - Please choose one**

**In order to ensure better compensation & salary packages for employees, organization should develop:**

- ► **Job description**
- ► **Job specification**
- ► **Job evaluation**
- ► **All of the given options**

**Question No: 40 ( Marks: 1 ) - Please choose one**

**Which of the following defines the levels of authority to perform the assigned tasks?**

- ► **Labor union**
- ► **Competitor's threat**
- ► **Organizational structure**
- ► **Pressure group**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Question No: 41 ( Marks: 10 )**

**Your company is going to launch a new product. For this purpose you have formed a team within an organization. The performance of team is decreasing day by day.**

1. **State reasons why team is not performing well?**
2. **What steps you should take to resolve this problem?**

**1. Some of Reasons why Team not perform up to mark**

- **The team lacks purpose or vision**
- **Process of work of team are not organized properly or not clear**
- **No shared leadership**
- **Not sharing job knowledge**
- **Team members have less authority to take action**
- **Poor leadership in motivation of members**

**2. Steps to resolve problems**

- **Will transmit the vision and goal of team to my team**
- **Will offer training to members if required**
- **Will try to develop constant learning experience.**
- **Will try to introduce reward system as team.**
- **individuals must be able to communicate openly**
- **will try that member should give lower priority on personal goals**
- **will work more effectively with members**
- **will involve team members in decision making**

**How hesitation among newly hired employees can be eliminated through socialization within an organization?**

**Socialization:** In order to reduce the anxiety that new employees may experience, attempts should be made

to integrate the person into the informal organization.

HRM department can conduct the orientation in order to socialize

the newly hired employees with the working environment of the organization. HRM plays

a major role in new employee orientation-the role of coordination, which ensures that the

appropriate components are in place. In addition HRM also serves as a participant in program. As job offers are made and accepted, HRM should instruct the new employee when to report to work. However, before the employee formally arrives, HRM must be prepared to handle some of the more routine needs of these individuals.

**Question No: 41 ( Marks: 10 )**

---

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# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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**There are several sources that can identify the training needs. List & explain any five of such sources.**

**MGT501- Human Resource Management**
**MIDTERM EXAMINATION Spring 2010**
**Solved and Composed**
**By ADNAN AWAN**
**MBA FINANCE**
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**Question No: 1 ( Marks: 1 ) - Please choose one**
**Which of the following term is used to identify, "what the job holder does"? "how it is done"? & "why it is done"?**
► Job specification
► Job evaluation
► **Job description PAGE 69**
► Job title

**Job Description:**
**A job description is a written statement of what the jobholder actually does, how he or she does it, and under what conditions the job is performed.**

**Question No: 2 ( Marks: 1 ) - Please choose one**
**Which of the following is an obligation to perform certain tasks/activities?**
► Element
► **Responsibility PAGE 67**
► Position
► Work

**Responsibility:**
**An obligation to perform certain tasks and duties.**

**Question No: 3 ( Marks: 1 ) - Please choose one**
**Job specification is a statement that represents:**
► Required skills
► Specific qualification
► Personality traits
► **All of the given options PAGE 69**

**Job specification**
A job specification is a document containing the minimum acceptable qualifications that a person should possess in order to perform a particular job. Items typically included in the job specification are educational requirements, experience, personality traits, and physical

abilities.

**Question No: 4 ( Marks: 1 ) - Please choose one**

**The thorough & detailed study regarding jobs within an organization is termed as:**

► **Job analysis page 67**
► **Job description**
► **Job specification**
► **Job evaluation**

**Job Analysis**

**Job Analysis is the SYSTEMATIC process of collecting and making judgments about all the important information related to a job. Job analysis is the procedure through which you determine the duties and nature of the jobs and the kinds of people who should be hired for them.**

**Question No: 5 ( Marks: 1 ) - Please choose one**

**Job analysis is performed to define:**

► **Job description & job specification**
► Job specification & job position
► Organizational rules & policies
► Job description & job duties

**Question No: 6 ( Marks: 1 ) - Please choose one**

**Organizations started to think about the welfare of their employees during:**

► 1900-10
► 1910-20
► 1920-30
► **1930-40**

**Question No: 7 ( Marks: 1 ) - Please choose one**

**HR department became the main force behind all changes during:**

► Mechanistic period
► **Catalytic period**
► Organistic period
► Strategic period

**Question No: 8 ( Marks: 1 ) - Please choose one**

**Part-time workers, temporaries, independent contractors; all fall under which of the given category?**

► Conditional workers
► Transitory workers
► Interim workers
► **Contingent workers** PAGE 80

**Contingent Workers**

It is also known as part-timers, temporaries, and independent contractors, comprise the fastest-growing segment of our economy.

**Question No: 9 ( Marks: 1 ) - Please choose one**

**Resources are allocated & assigned while:**

► **Planning & Organizing**
► Leading & Controlling
► Organizing & Controlling
► Controlling & Planning

**Question No: 10 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Conceptual skills are required mostly by:**

► First-line managers

► **Top-level managers PAGE 10**

► Middle-level managers

► Functional-level managers

**Conceptual Skills**

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top mangers/CEO needs this type of skill the most.

**Question No: 11 ( Marks: 1 ) - Please choose one**

**Which one of the following is NOT the benefit of making teams?**

► Every member is mutually accountable within a team

► **Teams enable organizations to better utilize employees' talents**

► Teams create trust and a collaborative culture

► Teams always perform better than individuals in all situations

**Question No: 12 ( Marks: 1 ) - Please choose one**

**_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.**

► **Synergy PAGE 14**

► Enthusiasm

► Energy

► Initiative

**Synergy**

Systems theory also popularized the concept of synergy, which states that the whole is greater than the sum of its parts.

**Question No: 13 ( Marks: 1 ) - Please choose one**

**ABC Company is currently hiring employees from different provinces of a country. ABC Company is said to be implementing _____.**

► Decentralization

► Downsizing

► **Diversity**

► Retrenchment

**Question No: 14 ( Marks: 1 ) - Please choose one**

**HR managers are generally considered as**

► Middle Manager

► Functional Manager

► **Staff Manager**

► Line Manager

**Staff Manager**

Authorized to assist and advise line managers in accomplishing these basic goals. **HR managers are generally staff managers.**

**Question No: 15 ( Marks: 1 ) - Please choose one**

**'Career counseling' is part of which of the following functions of HRM?**

► Compensation & benefits

► Planning & selection

► **Training & development**

► Maintainence of HRIS

**Question No: 16 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Which of the following managers are refered as service providers?**

► Line

► **Staff**

► Functional

► Operational

**Question No: 17 ( Marks: 1 ) - Please choose one**

**Which of the following defines the process of 'Recruitment'?**

► Forecasting the demand of human resources

► Forecasting the supply of human resources

► **Discovering potential job candidates for a particular position P 74**

► Making a "hire" or "no hire" decisions

**Recruitment**

**It is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications, and encouraging them to apply for jobs with an organization.**

**Question No: 18 ( Marks: 1 ) - Please choose one**

**Which of the following refers to the management's perception of degree to which the prospective employee will fit in with the firm's culture or value system?**

► Work proficiency

► Personal inclination

► **Organizational fit PAGE 86**

► Academic achievement

**Organizational fit:**

A hiring criterion that is not prominently mentioned in the literature is organizational fit. Organizational fit is ill-defined but refers to management's perception of the degree to which the prospective employee will fit in with, for example, the firm's culture or value system.

**Question No: 19 ( Marks: 1 ) - Please choose one**

**Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?**

► **Vocational interest test PAGE 85**

► Cognitive aptitude test

► Personality test

► Psychomotor abilities test

**Vocational Interest Tests**

It indicates the occupation in which a person is most interested and is most likely to receive satisfaction.

**Question No: 20 ( Marks: 1 ) - Please choose one**

**Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to this restriction, McDonalds made local hiring for its subsidiaries in these regions. Which hiring approach they have adopted in response to this limitation?**

► **Parent-country national PAGE 90**

► Host-country national

► Third-country national

► Headquarter national

**Parent-Country Nationals**

Parent country nationals are residents of home country.

**Question No: 21 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**HRM is said to be effective when _____ is achieved.**

► Minimization of wastage

► **Cohesive work environment**

► Customer satisfaction

► Large market share

**Question No: 22 ( Marks: 1 ) - Please choose one**

**The mental process to interpret environment as per one's own understanding is known as:**

► **Perception PAGE 20**

► Personality

► Attitude

► Ability

**Perceptions:**

We use the mental process of perception to pay attention selectively to some stimuli and cues in our environment.

**Question No: 23 ( Marks: 1 ) - Please choose one**

**Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:**

► **Rightsizing**

► Affirmative action

► Downsizing

► Discrimination

**Question No: 24 ( Marks: 1 ) - Please choose one**

**'Job description' provides which of the following information?**

► **Defined job activities & responsibilities** PAGE 182

► Set of KSA required to perform a job

► Level of experience mandatory for a particular job

► Individual's general attitude that affects the job performance

**Job Description**

A job description is a written statement of what the jobholder actually does, how he or she does it, and under what conditions the job is performed.

**Question No: 25 ( Marks: 1 ) - Please choose one**

**Which of the following management function is being performed by the HR manager when he/she reports on successful cost control with a new health care package?**

► **Planning**

► Organizing

► Leading

► Controlling

**Question No: 26 ( Marks: 1 ) - Please choose one**

**What attributes employers need to develop for effectively managing diverse workforce?**

► Acceptance

► Open mindedness

► Cultural awareness

► **All of the given options**

**Question No: 27 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Which of the following is considered as a negative attribute of globalization for employees in the developed country?**

► Reduction in job security
► Promotion of free trade
► **Increase in competition**
► Increase in information flow

**Question No: 28 ( Marks: 1 ) - Please choose one**

**Which of the following statement is true regarding employee involvement concept in todays organizations?**

► Managers should set targets and spelled out to each employees
► Employees feel more secure when they know the boss is incharge
► Employee involvement enhances productivity but decreases innovative ideas
► **Participative management gives employees more control over day to day job activities**

**Question No: 29 ( Marks: 1 ) - Please choose one**

**Which job analysis method is recommended for jobs like janitors, assembly line workers and accounting clerks?**

► Observation
► Log/diary
► **Structured questionnaire PAGE 70**
► Technical conference

**Structured or unstructured questionnaires may be used to obtain job analysis information**

**Question No: 30 ( Marks: 1 ) - Please choose one**

**Which of the following selection technique would require the applicant for the position of cashier at South Leasing Corporation to make computation on calculator?**

► **Work sampling**
► In basket simulation
► Business game
► Aptitude test

**Question No: 31 ( Marks: 1 ) - Please choose one**

**In practice, organizations use interviews to**

► **Determine applicant-organization fit**
► Assess only an applicant's confidence level
► Manipulate an applicant's image of the company
► Assess a candidate's credit history

**Question No: 32 ( Marks: 1 ) - Please choose one**

**All of the following are disadvantages of hiring host country nationals. EXCEPT**

► There might be delay in control and coordination of headquarters
► It limits opportunities for parent country nationals to gain overseas experience
► **Not required to fulfill requirements such as visa and work permit**
► None of the given option

**Host-Country Nationals PAGE 90**

Host country national are residents of the host country.

**Disadvantages**

Control and Coordination of headquarters may be impeded.

Hiring HCN's limits opportunities for PCN's to gain overseas experience.

**Question No: 33 ( Marks: 1 ) - Please choose one**

**Who is responsible for orienting the new employees in large organizations?**

► Board of governers share the disciplinary actions

► **Human resource department explain overall organizational policies and employee benefits**

► Entry-level employees are responsible to introduce with the organizational vision, mission, rules and regulations

► New employee is on his own responsible to familiarize with office environment

**Question No: 34 ( Marks: 1 ) - Please choose one**

**Mostly the content of employee handbooks include(s):**

► Welcome note

► Introduction of organization

► Rules and procedures

► **All of the given option**

# Paper No 2

## MGT501- Human Resource Management
## MIDTERM EXAMINATION Spring 2010
## Solved and Composed
## By ADNAN AWAN
## MBA FINANCE
## adnanawan6@gmail.com

**Question No: 1 ( Marks: 1 ) - Please choose one**

**HRIS helps managers to perform which of the following functions more effectively & systematically?**

► Controlling functions

► Planning functions

► **Human resource functions** PAGE 66

► Management functions

**Human Resource Information System:**

HRISs are systems used to collect, record, and store, analyze, and retrieve data concerning an organization's human resources.

**Question No: 2 ( Marks: 1 ) - Please choose one**

**Technically HRIS is a/an:**

► **System software PAGE 65**

► System hardware

► Database system

► Operating system

**HRIS Applications**

A computerized HRIS contains **hardware and software applications** that work together to help managers make HR decisions

**Question No: 3 ( Marks: 1 ) - Please choose one**

**HRIS is used to facilitate the decisions related to:**

► Overall organization

► **Employment planning**
► Sales forecasting
► Resource allocation

**Question No: 4 ( Marks: 1 ) - Please choose one**
**The major concern of the organizations during 1990s was:**
► **Productivity**
► Efficiency
► Quality
► All of the given options

**Question No: 5 ( Marks: 1 ) - Please choose one**
**Which of the following is NOT a method of an external recruitment?**
► Job advertisements
► **f**Quality Circles
**s**
► Internship programs
► Job fairs

**EXTERNAL RECRUITMENT METHODS** PAGE 79
a. **A.Advertising**
b. **b. Employment Agencies**
c. **c. Recruiters**
d. **d. Special Events**
e. **e. Internships**
f. **f. Executive Search Firms**
g. **g. Professional Associations**
h. **h. Unsolicited Walk-In Applicants**

**Question No: 6 ( Marks: 1 ) - Please choose one**
**Controlling involves all EXCEPT:**
► Goal attainment
► Corrective measures
► Standards achievement
► **Employees motivation**

**Question No: 7 ( Marks: 1 ) - Please choose one**
**Controlling is mandatory to:**
► Small & medium enterprises
► Private organizations
► **All of the given options**
► Large organizations

**Question No: 8 ( Marks: 1 ) - Please choose one**
**Effectiveness is the degree to which organizations' products/services respond to:**
► All of the given options
► Customer satisfaction
► **Environmental needs PAGE 9**
► Quality standard

**Effectiveness**
is the degree to which the organizations output correspond to the need and wants of the external environment that include customers' suppliers' competitors and regulatory agencies.

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Question No: 9 ( Marks: 1 ) - Please choose one**
**Unofficial part of an organization formed on the basis of common interests is known as:**
► Formal organization
► **Informal organization**
► Bureaucratic organization
► Virtual organization

**Question No: 10 ( Marks: 1 ) - Please choose one**
**According to Hawthorne Studies, which of the following work group influenced productivity & employees' behavior?**
► Formal
► **Informal**
► Reserved
► Ceremonial

**Question No: 11 ( Marks: 1 ) - Please choose one**
**Which of the following is categorized as the authority to give orders to subordinates?**
► Functional
► Staff
► Operational
► **Line PAGE 51**

**Line Authority**
Line authority entitles a manager to direct the work of an employee. It is the employeremployee authority relationship that extends from top to bottom. A line manager directs the work of employees and makes certain decisions without consulting anyone.

**Question No: 12 ( Marks: 1 ) - Please choose one**
**Which one of the following is NOT the benefit of making teams?**
► **Every member is mutually accountable within a team**
► Teams enable organizations to better utilize employees' talents
► Teams create trust and a collaborative culture
► Teams always perform better than individuals in all situations

**Question No: 13 ( Marks: 1 ) - Please choose one**
**The process of pursuing an inclusive culture where newcomers feel welcomed by existing employees and everyone sees the value of his or her job, is termed as:**
► Management of uniformity
► Variety management
► Managing stereotypes
► **Diversity management**

**Diversity Management**
**:** We can define the workforce diversity management as set of activities involved in integrating diverse employees into the work force and using their diversity to the firm's competitive advantage

**Question No: 14 ( Marks: 1 ) - Please choose one**
**How often HR planning process is implemented within an organization?**
► **Continuously**
► Annually

► Bi-annually
► Quarterly

**Question No: 15 ( Marks: 1 ) - Please choose one**
**As an HR manager you are going to conduct job analysis, which one of the following factor you should consider for its effectiveness?**
► Ensure top management support
► Use a single source of information
► Conduct analysis for multiple jobs at once
► **Review existing job documents**

**Question No: 16 ( Marks: 1 ) - Please choose one**
**Which of the following skills are required most by the Top-level managers?**
► Technical skills
► Interpersonal skills
► **Conceptual skills page 10**
► All of the given options

**Conceptual Skills**
Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top mangers/CEO needs this type of skill the most.

**Question No: 17 ( Marks: 1 ) - Please choose one**
**Individual's behavior comprises of:**
► Heritage
► Perception
► Emotions
► **All of the given options**

**Question No: 18 ( Marks: 1 ) - Please choose one**
**Organizations started giving more focus on the quality of work life (QWL) during:**
► 1960-70
► 1970-80
► 1980-90
► **1990-2000**

**http://en.wikipedia.org/wiki/Quality_of_working_life**

**Question No: 19 ( Marks: 1 ) - Please choose one**
**Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?**
► Power
► Influence
► **Authority PAGE 51**
► Command

**Authority**
Authority is the right to make decisions, to direct the work of others, and to give orders. Authority refers to the rights inherent in a managerial position to give orders and expect the orders to be obeyed.

**Question No: 20 ( Marks: 1 ) - Please choose one**
**Which of the following information is NOT collected through observation method while conducting job analysis?**
► **Who is monitoring the task? PAGE 68**
► What task has done?

► How task has done?
► How long a task has taken to complete?

**Questions Job Analysis**

**What physical and mental tasks does the worker accomplish?**
**• When does the job have to be completed?**
**• Where is the job to be accomplished?**
**• How does the worker do the job?**
**• Why is the job done?**
**• What qualifications are needed to perform the job?**

**Question No: 21 ( Marks: 1 ) - Please choose one**

**Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?**

► **Curriculum vitae**
► Educational record
► Career goal
► Interview questioning

**http://en.wikipedia.org/wiki/Curriculum_vitae**

**Question No: 22 ( Marks: 1 ) - Please choose one**

**Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?**

► Cognitive aptitude test
► Job knowledge test
► Vocational interest test
► **Psychomotor abilities test**

**Psychomotor Abilities Tests**

This type of test is used to measure strength, coordination, and dexterity. It is feasible to measure many abilities that are involved in many routine production jobs and some office jobs.

**Question No: 23 ( Marks: 1 ) - Please choose one**

**_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.**

► **Synergy PAGE 14**
► Enthusiasm
► Energy
► Initiative

**Synergy**

Systems theory also popularized the concept of synergy, which states that the whole is greater than the sum of its parts.

**A horizontal extension of the object to increase task variety is called:**

►Job evaluation
. ►Job enrichment
►**Job enlargement**
. ►Job rotation

**Job enlargement**

Job enlargement assigns workers to additional same-level tasks to increase the number of tasks they have to perform

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Question No: 25 ( Marks: 1 ) - Please choose one**
**Which of the following is the main focus of Organizational Behavior?**
► Society
► Stockholders
► **People at work PAGE 21**
► Union
**Organizational Behavior:**
OB is concerned specifically with the actions of people at work
**Question No: 26 ( Marks: 1 ) - Please choose one**
**Decentralization offers several benefits to the organizations. Which one of the following is/are considered benefit(s) of decentralization?**
► Increased work schedule flexibility
► Increased pool of skilled workers
► Increased employees participation
► All of the given options
**Question No: 27 ( Marks: 1 ) - Please choose one**
**Entrepreneurs are said to perform the:**
► Interpersonal role
► Informational role
► Supportive role
► **Decisional role**
**Decisional roles**
• **Entrepreneur**—managers initiate and oversee new projects that will improve their organization's performance
• **Disturbance handlers**—take corrective action in response to unforeseen problems
• **Resource allocators**—responsible for allocating human, physical, and monetary resources
• **Negotiator role**—discuss issues and bargain with other units to gain advantages for their own unit
**Question No: 28 ( Marks: 1 ) - Please choose one**
**Which of the following department is responsible for handling safety & health issues of employees?**
**Which of the following department is responsible for handling safety & health issues of employees?**
► **HR department**
► Procurement department
► Finance department
► Marketing department
**Question No: 29 ( Marks: 1 ) - Please choose one**
**Impact of individuals' behavior within an organization is studied under:**
tional culture
**Organizational behavior PAGE 17**
**Organizational Behavior**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

**Question No: 30 ( Marks: 1 ) - Please choose one**

**Read carefully the following section of job advertisement.**

**ü "Management, both technical & administrative affairs.**

**ü Promotion of marine R&D activities for the purpose of protection/preservation of marine environment.**

**ü Exploration & management of marine research & development within the marine zone of Pakistan".**

**This section of job advertisement represents which of the following term?**

► **Job analysis**

► **Job description**

► **Job specification**

► **Job summary PAGE 182**

**Job Summary**

**Describe the general nature of the job, and includes only its major functions or activities.**

**Question No: 31 ( Marks: 1 ) - Please choose one**

**Which of the following component of attitude represents a person's opinions, knowledge, and information?**

► **Affective component**

► **Cognitive component PAGE 21**

► **Behavioral component**

► **Objective component**

**Cognitive component:**

The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person.

**Question No: 32 ( Marks: 1 ) - Please choose one**

**The three most important job-related attitudes are:**

► Job involvement, organizational commitment and job enrichment

► **Job satisfaction, job orientation and organizational commitment**

► Job satisfaction, job involvement and organizational commitment

► Job satisfaction, job enlargement and organizational behavior

**Question No: 33 ( Marks: 1 ) - Please choose one**

**The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:**

► Application ratio

► Recruitment ratio

► **Selection ratio PAGE 81**

► Employment ratio

**Applicant Pool**

The number of people hired for a particular job compared to the individuals in the

applicant pool is often expressed as a selection ratio

**Question No: 34 ( Marks: 1 ) - Please choose one**

**Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?**

► **Vocational interest test PAGE 85**
► Cognitive aptitude test
► Personality test
► Psychomotor abilities test

**Vocational Interest Tests**

It indicates the occupation in which a person is most interested and is most likely to receive satisfaction.

# PAPER NO 3

**MIDTERM EXAMINATION**
**Fall 2009**
**MGT501- Human Resource Management**
**Solved And Composed**
**By ADNAN AWAN**
**adnanawan6@gmail.com**
**Time: 60 min**

**Question No: 1 ( Marks: 1 ) - Please choose one**

**Organizational Behavior is a study of investigating the impact of:**

► **Employees' behavior in an organization PAGE 17**
► Societal behavior on an organization
► Country's culture on an organization
► Country's economy on an organization

**Organizational Behavior**

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

**Question No: 2 ( Marks: 1 ) - Please choose one**

**With the emergence of Information Technology (IT), organizations are needed to perform which of the following activity in response to this new technological trend?**

► Job evaluation
► **Job specification**
► Job description
► Job analysis

**Job specification**

A job specification is a document containing the minimum acceptable qualifications that a person should possess in order to perform a particular job. Items typically included in the job specification are educational requirements, experience, personality traits, and physical abilities.

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Question No: 3 ( Marks: 1 ) - Please choose one**

**Which of the following is said to be the main focus of Organization Behavior?**

► How to become more effective in society

► **How to best utilize human resource**

► How to become environmental friendly

► How to become a market leader

**Organizational Behavior**

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

**Question No: 4 ( Marks: 1 ) - Please choose one**

**'Job specification' is said to be an outcome of which of the given term?**

► **Job analysis PAGE 69**

► Job title

► Job evaluation

► Job worth

**Job analysis outcomes**

a. Job description

b. Job specification

c. Job evaluation

**Question No: 5 ( Marks: 1 ) - Please choose one**

**Jobs are compensated on the basis of:**

► **Job analysis PAGE 66**

► Job specification

► Job worth

► Job description

**Question No: 6 ( Marks: 1 ) - Please choose one**

**Technically HRIS is a/an:**

► **System software**

► System hardware

► Database system

► Operating system

**HRIS Applications**

A computerized HRIS contains **hardware and software applications** that work together to help managers make HR decisions

**Question No: 7 ( Marks: 1 ) - Please choose one**

**HRIS is used to facilitate the decisions related to:**

► Overall organization

► **Employment planning**

► Sales forecasting

► Resource allocation

**Question No: 8 ( Marks: 1 ) - Please choose one**

**As a result of which of the following activity, HRIS is gaining popularity day by**

**day?**

► Generating organizational reports
► Managing resources effectively
► **Retrieving timely information**
► Handling bundles of data

**Human Resource Information System:**

HRISs are systems used to collect, record, and store, analyze, and **retrieve data concerning a**n organization's human resources

**Question No: 9 ( Marks: 1 ) - Please choose one**

**HR department maintains _____ records.**

► **Employee PAGE 177**
► Sales
► Production
► Inventory

**The role of HR Department in employee separations and outplacement**

**Question No: 10 ( Marks: 1 ) - Please choose one**

**Why organizational goals should be measurable?**

► Ensure goal ambiguity
► **Ensure goal attainment**
► Put high effort
► Encourage employee participation

**Question No: 11 ( Marks: 1 ) - Please choose one**

**_____ is the main source of innovations.**

► Upgraded technology
► Human mind
► Competitors' pressure
► **Research & Development**

**Question No: 12 ( Marks: 1 ) - Please choose one**

**Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?**

► **Trade unions**
► Human relation movement
► Employment legislations
► None of the given options

**Question No: 13 ( Marks: 1 ) - Please choose one**

**Who is responsible to take corrective actions in response to unforeseen problems?**

► Liaison
► **Disturbance-handler PAGE 12**
► Figurehead
► Spokesperson

**Disturbance handlers**

Take corrective action in response to unforeseen problems.

**Question No: 14 ( Marks: 1 ) - Please choose one**
**Which of the following role a manager performs as a Resource allocator?**
► Interpersonal role
► **Decisional role**
► Informational role
► Supportive role
**Question No: 15 ( Marks: 1 ) - Please choose one**
**Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?**
► **Negotiator**
► Spokesperson
► Disseminator
► Entrepreneur
**Negotiator role**
Discuss issues and bargain with other units to gain advantages for their own unit.
**Question No: 16 ( Marks: 1 ) - Please choose one**
**Organization is said to be an open system, because:**
► **It operates within an environment PAGE 14**
► It operates in isolation
► Its activities are random
► Its activities are independent
**All organizations are open systems, dependent on inputs from the outside world**
**Question No: 17 ( Marks: 1 ) - Please choose one**
**Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?**
► Scientific approach
► Rational approach
► **Human relations approach**
► Systematic approach
**Question No: 18 ( Marks: 1 ) - Please choose one**
**How often HR planning process is implemented within an organization?**
► **Continuously**
► Annually
► Bi-annually
► Quarterly
**Question No: 19 ( Marks: 1 ) - Please choose one**
**The best hiring occurs when the goals of which of the following should consistent to each other?**
► HR managers, Finance managers
► Head office, Branch
► **Organization, Individual**
► Lower managers, Top managers
**Question No: 20 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Why organizations provide attractive salaries, fringe benefits, career development opportunities and respect to their employees?**

► **To retain valuable human resource**
► To be the market leader in the future
► To attract more and more people
► To enforce government regulations

**Question No: 21 ( Marks: 1 ) - Please choose one**

**An organization posts advertisement in the news paper as: "Approximate Gross salary is Rs. 24,000/ per month. In addition to above salary the candidate on appointment will also be entitled for other attractive benefits/facilities like pick and drop, indoor medical facility, housing subsidy etc". This represents:**

► The organization's policy for attracting more potential candidates
► The organization is creating its positive image in the market
► The organization is clearly defining the job position
► **The organization's policy to retain valuable employees**

**Question No: 22 ( Marks: 1 ) - Please choose one**

**A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetese, heart diseases, neurological disorders etc, is termed as:**

► Hereditary testing
► **Gene testing**
► Instinct testing
► Genetic testing

**Question No: 23 ( Marks: 1 ) - Please choose one**

**A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:**

► Planning
► Decentralization
► Restructuring
► **Outsourcing**

**Question No: 24 ( Marks: 1 ) - Please choose one**

**People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:**

► Information collector roles
► **Task oriented roles** PAGE 24
► Relationship oriented roles
► Individual roles

**Task-oriented roles**
• Initiator-Contributors
• Information seekers/providers

**Question No: 25 ( Marks: 1 ) - Please choose one**

**Organizations started emphasizing on making rules and regulations during:**

► Mechanistic period
► Legalistic period
► Catalytic period
► **Strategic period**

**Question No: 26 ( Marks: 1 ) - Please choose one**

**'Career counseling' is part of which of the following functions of HRM?**

► Compensation & benefits
► Planning & selection
► **Training & development PAGE 103**
► Maintainence of HRIS

**Training & Development:**
Training typically focuses on providing employees with specific skills or helping them to correct deficiencies in their performance. In contrast, development is an effort to provide employees with the abilities that the organization will need in the future.

**Question No: 27 ( Marks: 1 ) - Please choose one**

**Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?**

► Power
► Influence
► **Authority PAGE 168**
► Command

**Authority**
Power vested in a particular position.

**Question No: 28 ( Marks: 1 ) - Please choose one**

**SWOT Analysis is a tool for:**

► Determining the mission
► Dividing missons into goals
► **Scanning the environment**
► Monitoring frequent performances

**Question No: 29 ( Marks: 1 ) - Please choose one**

**What comes prior to environmental scanning of an organization?**

► **Determining organizational mission**
► Monitoring the action plans
► Developing budgets for plans
► None of the given options

**Question No: 30 ( Marks: 1 ) - Please choose one**

**What measure should be needed to ensure effective recruitment?**

► **Keep pool of large size to get best out of it**
► Address personnel needs of applicants
► Meet economies of scale for an organization
► Clearly understand organizational goals

**Question No: 31 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?**

► Selection
► **Recruitment PAGE 74**
► Staffing
► Enrollment

**Recruitment**

**It is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications, and encouraging them to apply for jobs with an organization.**

**Question No: 32 ( Marks: 1 ) - Please choose one**

**The extent to which an employment selection test provides consistent results is known as:**

► **Reliability PAGE 84**
► Dependability
► Consistency
► Trustworthiness

**Reliability**:

The extent to which a selection test provides consistent results. If a test has low reliability, its validity as a predictor will also be low. To validate reliability, a test must be verified.

**Question No: 33 ( Marks: 1 ) - Please choose one**

**Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?**

► Cognitive aptitude test
► Job knowledge test
► Vocational interest test
► **Psychomotor abilities test**

**Question No: 34 ( Marks: 1 ) - Please choose one**

**Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?**

► **Vocational interest test PAGE 85**
► Cognitive aptitude test
► Personality test
► Psychomotor abilities test

**Vocational Interest Tests**

It indicates the occupation in which a person is most interested and is most likely to receive satisfaction.

**Question No: 35 ( Marks: 1 ) - Please choose one**

**Which of the following source can be used to ensure the authentication of the information provided by the job applicant?**

► Reference check

► Criminal record
► **Application form**
► Credit history

**Question No: 36 ( Marks: 1 ) - Please choose one**

**Background investigations and reference checks are considered to verify candidate's _____ .**

► Age
► Marital status
► **Credentials**
► Gender

**Question No: 37 ( Marks: 1 ) - Please choose one**

**Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to this restriction, McDonalds made local hiring for its subsidiaries in these regions. Which hiring approach they have adopted in response to this limitation?**

► **Parent-country national**
► Host-country national
► Third-country national
► Headquarter national

**Parent-Country Nationals**

Parent country nationals are residents of home country.

**Question No: 38 ( Marks: 1 ) - Please choose one**

**Decision regarding the delivery medium for training is made prior to which of the following step?**

► Evaluating the training program
► **Designing the contents of training to be delivered**
► Identifying whether the training is required or not
► Conducting need assessment to identify issues

**Question No: 39 ( Marks: 1 ) - Please choose one**

**HRM is said to be effective when _____ is achieved.**

► Minimization of wastage
► **Cohesive work environment**
► Customer satisfaction
► Large market share

**Question No: 40 ( Marks: 1 ) - Please choose one**

**"Effectiveness" is represented by:**

► Doing things before time
► **Doing right things right**
► Doing things in minimum time
► Doing things with minimum resources

# PAPER NO 4

## MIDTERM EXAMINATION

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Fall 2008**

**MGT501- Human Resource Management**

**Solved And Composed**

**By ADNAN AWAN**

**adnanawan6@gmail.com**

**Question No: 1 ( Marks: 1 ) - Please choose one**

**The re-arrangement of organizational structure & change in organizational culture is accomplished during:**

► Task analysis
► Organizational analysis
► Person analysis
► **Management analysis**

**PAGE 96**

**Question No: 2 ( Marks: 1 ) - Please choose one**

**Decision regarding the delivery medium for training is made prior to which of the following step?**

► Evaluating the training program
► **Designing the contents of training to be delivered**
► Identifying whether the training is required or not
► Conducting need assessment to identify issues

**Question No: 3 ( Marks: 1 ) - Please choose one**

**Organization, where employees are provided with the opportunity to learn on continuous basis is known as:**

► Formal
► Informal
► Bureaucratic
► **Learning**

**Learning**

Learning is a relatively permanent change in behavior that results from direct or indirect experience.

**Question No: 4 ( Marks: 1 ) - Please choose one**

**Which of the following statement defines 'Socialization'?**

► **The formation of an attachment bond between an infant and its career**
► The tendency of social theorists to explain everything in terms of social causes
► The process of becoming part of a society by learning its norms and values
► The historical process by which societies change from traditional to modern ones

**Socialization:**

Teaching the corporate culture and philosophies about how to do business
In order to reduce the anxiety that new employees may experience, attempts should be made to integrate the person into the informal organization.

**Question No: 5 ( Marks: 1 ) - Please choose one**

**The screening used to reduce absenteeism on the basis of medical problems and**

**to establish a baseline for future health insurance claims, is:**

► **Physical examination PAGE 89**
► Personality test
► Polygraph test
► Substance abuse

**Substance Abuse Screening – Because drug abuse is a serious problem for employers, it is common practice for most employers to conduct drug screening just before employees are formally hired.**

**Question No: 6 ( Marks: 1 ) - Please choose one**

**In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali?**

► Reliable test
► Content-valid test
► Face-valid test
► **Construct-valid test**

**Question No: 7 ( Marks: 1 ) - Please choose one**

**What measure should be needed to ensure effective recruitment?**

► **Keep pool of large size to get best out of it**
► Address personnel needs of applicants
► Meet economies of scale for an organization
► Clearly understand organizational goals

**Question No: 8 ( Marks: 1 ) - Please choose one**

**Which of the following identifies the minimum acceptable qualification that the incumbent must possess to perform a particular job successfully?**

► Job analysis
► **Job specification PAGE 69**
► Job description
► Job evaluation

**Job specification**

A job specification is a document containing the minimum acceptable qualifications that a person should possess in order to perform a particular job. Items typically included in the job specification are educational requirements, experience, personality traits, and physical abilities.

**Question No: 9 ( Marks: 1 ) - Please choose one**

**SWOT Analysis is a tool for:**

► Determining the mission
► Dividing missions into goals
► **Scanning the environment PAGE 62**
► Monitoring frequent performances

**SWOT analysis**

through this process organizations identify different opportunities available in the market and the threats that can be faced by the organization, and the weaknesses and strengths possessed by organizations are also measured and identified through this process.

**Question No: 10 ( Marks: 1 ) - Please choose one**

**People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:**

► Information collector roles
► **Task oriented roles PAGE 24**
► Relationship oriented roles
► Individual roles

**Task-oriented roles**

• Initiator-Contributors
• Information seekers/providers

**Question No: 11 ( Marks: 1 ) - Please choose one**

**Individual's behavior comprises of:**

► Heritage
► Perception
► Emotions
► **All of the given options**

**Question No: 12 ( Marks: 1 ) - Please choose one**

**Which of the following term is used to study the collective behavior of individuals within an organization?**

► Organizational culture
► Organizational norms
► **Organizational behavior PAGE 17**
► Organizational rules

**Organizational Behavior**

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

**Question No: 13 ( Marks: 1 ) - Please choose one**

**Which of the following skills are required most by the Top-level managers?**

► Technical skills
► Interpersonal skills
► **Conceptual skills PAGE 10**
► All of the given options

**Conceptual Skills**

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top mangers/CEO needs this type of skill the most.

**Question No: 14 ( Marks: 1 ) - Please choose one**

**Which of the following department of an organization perform the managerial function of matching organizational needs with the skills & abilities of the**

**employees?**
► Finance department
► Marketing department
► Production department
► **Human Resource department**
**Question No: 15 ( Marks: 1 ) - Please choose one**
**A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:**
► Planning
► Decentralization
► Restructuring
► **Outsourcing**
**Outsourcing**
Out sourcing is the process of transferring responsibility for an area of service and its objectives to an external service provider instead of internal employee.
**Question No: 16 ( Marks: 1 ) - Please choose one**
**Which of the following aspect should be considered during task analysis, before conducting the training in an organization?**
► Individuals who require training
► Shortcomings in existing technology
► Ineffective feedback system of organization
► **Areas where training is required**
**Question No: 17 ( Marks: 1 ) - Please choose one**
**As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?**
► Maintaining and updating the jobs
► Identify objectives of job analysis
► Identify the job to be analyzed
► **Draft job description & job specification**
**Question No: 18 ( Marks: 1 ) - Please choose one**
**Which of the following step is MOST important in creating job-fit?**
► **An effective selection process**
► Promotion and transfer of existing employees
► Training of employees
► Competitive compensation packages
**Question No: 19 ( Marks: 1 ) - Please choose one**
**Members of an effective team should be more:**
► Extrovert
► **Homogeneous**
► Inflexible
► Introvert
**Question No: 20 ( Marks: 1 ) - Please choose one**

**_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.**

► Process
► Self-managed
► **Virtual PAGE 25**
► Cross-functional

**Are Virtual Teams a Reality Today?**

A virtual team is an extension of the electronic meetings; virtual team allows groups to meet without concern for space or time and enables organizations to link workers together that in the past couldn't have been done.

**Question No: 21 ( Marks: 1 ) - Please choose one**

**Which one of the following is NOT the characteristic of a Virtual Team?**

► Lack of nonverbal signals
► Limited social contact
► **Increased social relationship**
► Ability to overcome time and space constraints

**Are Virtual Teams a Reality Today?**

A virtual team is an extension of the electronic meetings; virtual team allows groups to meet without concern for space or time and enables organizations to link workers together that in the past couldn't have been done.

**Question No: 22 ( Marks: 1 ) - Please choose one**

**_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.**

► **Synergy**
► Enthusiasm
► Energy
► Initiative

**Synergy**

Systems theory also popularized the concept of synergy, which states that the whole is greater than the sum of its parts.

**Question No: 23 ( Marks: 1 ) - Please choose one**

**Which is NOT a weakness of group decision-making?**

► Group decisions are time-consuming
► **Groups enhance creativity through diverse views**
► Group members suffer from ambiguous responsibilities
► Groups can be dominated by one or a few members

**Question No: 24 ( Marks: 1 ) - Please choose one**

**Managers who are indulged in establishing policies & procedures are fall under which category?**

► Staff
► **Line PAGE 51**
► Functional
► Operational

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Line Authority**

Line authority entitles a manager to direct the work of an employee. It is the employeremployee authority relationship that extends from top to bottom. A line manager directs the work of employees and makes certain decisions without consulting anyone.

**Question No: 25 ( Marks: 1 ) - Please choose one**

**Which of the following term best represents the individuals who have interests in an organization and influenced by it?**

► Workforce
► **Stakeholders**
► Customers
► Stockholders

**Stakeholders**

All individuals and groups that are directly or indirectly affected by an organization's decisions

**Question No: 26 ( Marks: 1 ) - Please choose one**

**Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information?**

► **Monitor** PAGE 12
► Liaison
► Disseminator
► Figurehead

**Monitor**

Collect information from organizations and institutions outside their own.

**Question No: 27 ( Marks: 1 ) - Please choose one**

**Being a Figurehead, manager has to perform which of the following role?**

► Informational roles
► Decisional roles
► **Interpersonal roles PAGE 12**
► Sequential roles

**Interpersonal roles**

Included figurehead, leadership, and liaison activities.

**Question No: 28 ( Marks: 1 ) - Please choose one**

**How many levels of management are in a traditional organization?**

► 5
► **3** PAGE 10
► 8
► 4

**Levels of Management**

Three level in the organization can classify managers.

- **First-line managers**
- **Middle managers**
- **Top managers**

**Question No: 29 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**The ability to think about abstract & complex situations is refered to as:**

► Mechanical skill
► Technical skill
► Interpersonal skill
► **Conceptual skill** PAGE 10

**Conceptual Skills**

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, to see the organization as a whole

**Question No: 30 ( Marks: 1 ) - Please choose one**

**Controlling is mandatory to:**

► Large organizations
► Small & medium enterprises
► **All of the given options**
► Private organizations

**Controlling**

Specific activities are to set performance standards that indicate progress toward longterm goals.

**Question No: 31 ( Marks: 1 ) - Please choose one**

**"Management" is concerned with the administration of:**

► Human resource
► Financial resource
► Physical resource
► **All of the given options**

**Question No: 32 ( Marks: 1 ) - Please choose one**

**A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:**

► Cooperative work
► Student placement
► **Internship program PAGE 79**
► Student leasing

**Internships**

A special form of recruiting that involves placing a student in a temporary job. There is no obligation on the part of the company to permanently hire the student and no obligation on the part of the student to accept a permanent position with the firm. Hiring college students to work as student interns is typically viewed as training activity rather than as a recruiting activity.

**Question No: 33 ( Marks: 1 ) - Please choose one**

**Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?**

► Affirmative action
► Legal compliance

► **Equal employment opportunity**
► Stereotype

**Question No: 34 ( Marks: 1 ) - Please choose one**

**If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.**

► Performance
► Gaps
► **Effectiveness**
► Discrepancies

**Question No: 35 ( Marks: 1 ) - Please choose one**

**Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?**

► **Trade unions PAGE 156**
► Human relation movement
► Employment legislations
► None of the given options

**Why Employees Join Unions**

Individuals join unions for many different reasons, and these reasons tend to change over time. They may involve dissatisfaction with management, need for a social outlet, and opportunity for leadership, forced unionization, and peer pressure.

**Question No: 36 ( Marks: 1 ) - Please choose one**

**HR department became the main force behind all changes during:**

► Mechanistic period
► **Catalytic period**
► Organistic period
► Strategic period

**Question No: 37 ( Marks: 1 ) - Please choose one**

**As a result of which of the following activity, HRIS is gaining popularity day by day?**

► Generating organizational reports
► **Managing resources effectively**
► Retrieving timely information
► Handling bundles of data

**Question No: 38 ( Marks: 1 ) - Please choose one**

**Achievable & quality performance standards can be set with the help of accurate:**

► **Job analysis**
► Job description
► Job specification
► Job evaluation

**Question No: 39 ( Marks: 1 ) - Please choose one**

**Organizational Behavior is a study of investigating the impact of:**

► **Employees' behavior in an organization PAGE 17**
► Societal behavior on an organization
► Country's culture on an organization
► Country's economy on an organization

**Organizational Behavior**

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

**Question No: 40 ( Marks: 1 ) - Please choose one**

**Which of the following is the main focus of Organizational Behavior?**

► Society
► Stockholders
► **People at work PAGE 21**
► Union

**Organizational Behavior:**

OB is concerned specifically with the actions of people at work

# PAPER NO 5

**MIDTERM EXAMINATION**
**Fall 2009**
**MGT501- Human Resource Management**
**Solved And Composed**
**By ADNAN AWAN**
**adnanawan6@gmail.com**

**Question No: 1 ( Marks: 1 ) - Please choose one**

**Which of the following structure is formed to facilitate the work flow for goals achievement?**

► Society
► **Organization**
► Union
► Government

**Question No: 2 ( Marks: 1 ) - Please choose one**

**Impact of individuals' behavior within an organization is studied under:**
**Organizational behavior page 17**

**Organizational Behavior**

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

**Question No: 3 ( Marks: 1 ) - Please choose one**

**The three most important job-related attitudes are:**
**Job satisfaction, job involvement and organizational commitment**

d organizational behavior

**Question No: 4 ( Marks: 1 ) - Please choose one**

**What could be the reason behind linking HRM with the strategic goals & objectives of an organization?**

**Foster innovation & flexibility**

**Question No: 5 ( Marks: 1 ) - Please choose one**

**HR department became the main force behind all changes during:**

**Catalytic period**

**Question No: 6 ( Marks: 1 ) - Please choose one**

**While developing laws, management should be able to:**

**Easily convey among employees**

**Question No: 7 ( Marks: 1 ) - Please choose one**

**Which of the following Management functions are applicable w.r.t HRM?**

**Planning, organizing, leading & controlling PAGE 3**

**Management (Function of Planning, Organizing, Leading & Controlling of organizational resources to accomplish goals efficiently and effectively**

**Question No: 8 ( Marks: 1 ) - Please choose one**

**Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:**

portunity

**Affirmative action PAGE 55**

**Affirmative action**

A strategy intended to achieve fair employment by urging employers to hire certain groups of people who were discriminated against in the past Steps that are taken for the purpose of eliminating the present effects of past discrimination

**Question No: 9 ( Marks: 1 ) - Please choose one**

**Which of the following recruitment method provides a platform to multiple employers to attract large number of applicants?**

Job offer

**Job fair**

**Recruitment PAGE 76**

Every organization must be able to attract a sufficient number of the job candidates who have the abilities and aptitudes needed to help the organization to achieve its objectives. An effective employee selection procedure is limited by the effectiveness of recruiting process. These ratios express the relationship between the number of people at one step of the recruitment process relative to the number of people

**ALL OPTION R WRONG ONLY JOB FAIR RELATIVE TO RECRUITMENT**

► Stakeholder influence

**Question No: 11 ( Marks: 1 ) - Please choose one**

**Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:**

► Technical skills

► Interpersonal skills
► **Conceptual skills PAGE 10**
► Practical skills

**Conceptual Skills**

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, to see the organization as a whole They manifest themselves in things like good judgment, creativity, and the ability to see the big picture

**Question No: 12 ( Marks: 1 ) - Please choose one**

**How many levels of management are in a traditional organization?**

► 4
► 5
► **3**
► 8

**Levels of Management**

Three level in the organization can classify managers.

**First-line managers**
**Middle managers**
**Top managers**

**Question No: 13 ( Marks: 1 ) - Please choose one**

**Who is responsible to take corrective actions in response to unforeseen problems?**

► Liaison
► **Disturbance-handler PAGE 12**
► Figurehead
► Spokesperson

**Disturbance handlers**

Take corrective action in response to unforeseen problems.

**Question No: 14 ( Marks: 1 ) - Please choose one**

**Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?**

► **Negotiator PAGE 11**
► Spokesperson
► Disseminator
► Entrepreneur

**Negotiator role**

Discuss issues and bargain with other units to gain advantages for their own unit.

**Question No: 15 ( Marks: 1 ) - Please choose one**

**Unilever is serving all around the world with its diversified products, it is said to be practicing:**

► Technological advancements
► Rapid changes
► Stakeholders' management
► **Business globalization PAGE 16**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Globalization**

Managers are faced with a myriad of challenges due to an array of environmental factors when doing business abroad. These managers must effectively plan, organize, lead, control, and manage cultural differences to be successful globally.

**Question No: 16 ( Marks: 1 ) - Please choose one**

**Which of the following managers assist the line managers by providing them advices while taking major decisions?**

► **Staff**
► Functional
► First-line
► Operational

**Staff Mangers and Staff Authority**

Staff managers have staff authority. A manager's function is classified as line or staff based on the organization's objectives. As organizations get larger and more complex, line managers find that they do not have the time, expertise, or resources to get their jobs done effectively

**Question No: 17 ( Marks: 1 ) - Please choose one**

**_____ team has control over its work pace, determination of work assignments and operate without a manager.**

► Problem identification
► **Self-managed PAGE 25**
► Virtual
► Cross-functional

**Self managed Teams**

A self-managed work team is a formal group of employees who operate without a manager and are responsible for a complete work process or segment that delivers a product or service to an external or internal customer.

**Question No: 18 ( Marks: 1 ) - Please choose one**

**A _____ is defined as two or more interacting and interdependent individuals who come together to achieve particular objectives.**

► Department
► **Group PAGE 28**
► Organization
► All of the given options

**Group:**

A group is defined as two or more interacting and interdependent individuals who come together to achieve particular objectives.

**Question No: 19 ( Marks: 1 ) - Please choose one**

**"People working in your organization are more than the actual requirements". Which one of the following strategy you prefer to solve this problem?**

► Recruitment
► Training
► **Layoff PAGE 61**

► Merger

**Layoffs**

At times, the firm has no choice but to actually lay off part of its workforce.

**Question No: 20 ( Marks: 1 ) - Please choose one**

**"People working in your organization are less than the actual requirements". Which of the following strategy you prefer to solve this problem?**

► Downsizing
► Transfers
► Demotions
► **Recruiting PAGE 74**

**Recruitment:**

It is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications, and encouraging them to apply for jobs with an organization.

**Question No: 21 ( Marks: 1 ) - Please choose one**

**'There is no need to make any new appointment'; therefore, the organization has transfered Mr. Azam to another branch. This step of the organization is taken to:**

► Increase the labor supply than demand
► **Maintain the balance of labor supply and demand**
► Decrease the labor supply than demand
► Devastate the balance of labor supply and demand

**Question No: 22 ( Marks: 1 ) - Please choose one**

**Which of the following represents the basic goal of the recruitment?**

► Communicate job opening positions clearly
► Attract maximum number of applicants
► Self select out the candidates to save time and money
► **Attract the qualified candidates & not the unqualified ones**

**Question No: 23 ( Marks: 1 ) - Please choose one**

**The best hiring occurs when the goals of which of the following should consistent to each other?**

► HR managers, Finance managers
► Head office, Branch
► **Organization, Individual**
► Lower managers, Top managers

**Question No: 24 ( Marks: 1 ) - Please choose one**

**While recruiting globally, organizations have to:**

► View applicants as “commodities”
► **First define the relevant labor market**
► View applicants as “customers”
► Ensure EEO & QWL as per local labor laws

**Question No: 25 ( Marks: 1 ) - Please choose one**

**Previous company records & customer satisfaction surveys may serve as a**

**source for:**

► Cultivating learning culture within the organization
► **Determining deficiencies that require training**
► Developing career development plans for employees
► Identifying training outcomes through evaluation

**Question No: 26 ( Marks: 1 ) - Please choose one**

**A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:**

► Planning
► Decentralization
► Restructuring
► **Outsourcing**

**Outsourcing**

Out sourcing is the process of transferring responsibility for an area of service and its objectives to an external service provider instead of internal employee.

**Question No: 27 ( Marks: 1 ) - Please choose one**

**To encourage and authorize workers to take initiatives to reduce costs, improve operations, product quality and customer service is known as:**

► Authority
► **Decentralization PAGE 36**
► Empowerment
► Centralization

**Question No: 28 ( Marks: 1 ) - Please choose one**

**Cost of human resource increases considerably due to which of the following?**

► Cost of production
► Rate of absenteeism
► **Complicated technology**
► Outdated equipment

**http://en.wikipedia.org/wiki/Human_capital**
**http://www.referenceforbusiness.com/management/Gr-Int/Human-Resource-Information-Systems.html**

**Question No: 29 ( Marks: 1 ) - Please choose one**

**To increase the group cohesiveness managers have to:**

► Forcefully apply rules & policies
► Increase competition with other groups
► **Encourage mutual participation**
► Nurture politics within the groups

**Question No: 30 ( Marks: 1 ) - Please choose one**

**Initially the personnel department was only involved in:**

► Recruitment & selection
► Compensation & benefits
► Training & development
► **Scheduling vacations PAGE 31**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Records and Administration**

In first stage the primary activities, which were carried out by personnel department, were, Planning Company picnics Scheduling vacations,

**Question No: 31 ( Marks: 1 ) - Please choose one**

**Which of the following managers are refered as service providers?**

► Line
► **Staff**
► Functional
► Operational

**Staff Manager**

Authorized to assist and advise line managers in accomplishing these basic goals. **HR managers are generally staff managers.**

**Question No: 32 ( Marks: 1 ) - Please choose one**

**While conducting job analysis the 'Observation Method' is useful when:**

► Job requires more intellectual skills to complete
► Job is repetitive in nature
► Job is market oriented and requires more data
► **Job consists of observable physical activity**

**Question No: 33 ( Marks: 1 ) - Please choose one**

**Which of the following term is used for choosing the individual that is best suited to a particular position and to the organization from a group of potential applicants?**

► Recruitment
► **Selection**
► Staffing
► Enrollment

**Question No: 34 ( Marks: 1 ) - Please choose one**

**The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:**

► Application ratio
► Recruitment ratio
► **Selection ratio PAGE 81**
► Employment ratio

**Applicant Pool**

The number of people hired for a particular job compared to the individuals in the applicant pool is often expressed as a selection ratio.

**Question No: 35 ( Marks: 1 ) - Please choose one**

**Which selection tool is considered least by HR managers while hiring an individual?**

► Candidate interviews
► **Reference letters**
► Application blanks
► Academic records

**Question No: 36 ( Marks: 1 ) - Please choose one**
**Which of the following department is responsible for the socialization of new employees?**
► **Human Resource Department**
► Accounts Department
► Marketing Department
► Administration Department
**Question No: 37 ( Marks: 1 ) - Please choose one**
**Organization, where employees are provided with the opportunity to learn on continuous basis is known as:**
► Formal
► Informal
► Bureaucratic
► **Learning**
**Learning**
Learning is a relatively permanent change in behavior that results from direct or indirect experience.
**Question No: 38 ( Marks: 1 ) - Please choose one**
**Paperless organizations are the organizations which are:**
► Using computer terminal only
► Maintaining manual filling systems only
► **Shifting from manual to computerized databases**
► None of the given options
**Question No: 39 ( Marks: 1 ) - Please choose one**
**The analysis conducted by an organization to investigate the composition of a community from where organization recruits its workforce, facilitates:**
► **Legal compliance**
► Equal employment opportunity
► Civil rights
► Affirmative action
**Question No: 40 ( Marks: 1 ) - Please choose one**
**'Cognitive component' of an attitude represents which of the following individual's activity?**
► **Thinking**
► Feeling
► Doing
► Performing
**Cognitive component: PAGE 21**
The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person.

# PAPER NO 6

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**MIDTERM EXAMINATION**
**Fall 2009**
**MGT501- Human Resource Management**
**Solved And Composed**
**By ADNAN AWAN**
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**Question No: 1 ( Marks: 1 ) - Please choose one**

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to r eplace him, the company is said to be indulged in:

► **Rightsizing**
► Affirmative action
► Downsizing
► Discrimination

**Question No: 2 ( Marks: 1 ) - Please choose one**

**Which of the following component of attitude represents a person's opinions, knowledge, and information?**

► Affective component
► Cognitive component
► Behavioral component
► Objective component

**Cognitive component:**

The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person.

**Question No: 3 ( Marks: 1 ) - Please choose one**

**Which of the following term best represents the individuals who have interests in an organization and are influenced by it?**

► Workforce
► **Stakeholders**
► Customers
► Stockholders

**Stakeholders**

All individuals and groups that are directly or indirectly affected by an organization's decisions

**Question No: 4 ( Marks: 1 ) - Please choose one**

**Decision regarding the delivery medium for training is made prior to which of the following step?**

► Evaluating the training program
► **Designing the contents of training to be delivered**
► Identifying whether the training is required or not

► Conducting need assessment to identify issues

**Question No: 5 ( Marks: 1 ) - Please choose one**

**The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:**

► **Physical examination page 89**
► Personality test
► Polygraph test
► Substance abuse

**Physical Exam**

Substance Abuse Screening – Because drug abuse is a serious problem for employers, it is common practice for most employers to conduct drug screening just before employees are formally hired.

**Question No: 6 ( Marks: 1 ) - Please choose one**

**Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?**

► Work knowledge test
► Trade knowledge test
► **Job knowledge test page 85**
► Position knowledge test

**Job Knowledge Tests**

This sort of test is designed to measure a candidate's knowledge of the duties of the position for which he or she is applying.

**Question No: 7 ( Marks: 1 ) - Please choose one**

**Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?**

► Curriculum vitae
► Educational record
► Career goal
► Interview questioning

**http://en.wikipedia.org/wiki/Curriculum_vitae**

**Question No: 8 ( Marks: 1 ) - Please choose one**

**Which of the following information is NOT collected through observation method while conducting job analysis?**

► **Who is monitoring the task? Page 68**
► What task has done?
► How task has done?
► How long a task has taken to complete?

**Questions Job Analysis**

**What physical and mental tasks does the worker accomplish?**
**• When does the job have to be completed?**
**• Where is the job to be accomplished?**
**• How does the worker do the job?**
**• Why is the job done?**
**• What qualifications are needed to perform the job?**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**Question No: 9 ( Marks: 1 ) - Please choose one**

**'Fair employment legislation' is applicable to which of the following?**

► Collective bargaining

► **Planning & selection**

► Training & development

► Grapevine network

**Question No: 10 ( Marks: 1 ) - Please choose one**

**'Career counseling' is part of which of the following functions of HRM?**

► Compensation & benefits

► Planning & selection

► **Training & development page 103**

► Maintainence of HRIS

**Training & Development:**

Training typically focuses on providing employees with specific skills or helping them to correct deficiencies in their performance. In contrast, development is an effort to provide employees with the abilities that the organization will need in the future.

**Question No: 11 ( Marks: 1 ) - Please choose one**

**The emigration of trained and talented individuals to other nations mostly due to lack of opportunities is known as:**

► Job insecurity

► Outsourcing

► Workforce diversity

► Brain drain

**Question No: 12 ( Marks: 1 ) - Please choose one**

**_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.**

► Norm

► Perception

► **Role page 23**

► Stereotyping

**What Are Roles?**

1. The concept of roles applies to all employees in organizations and to their life outside the organization as well.
2. **A role refers to a set of expected behavior patterns attributed to someone who occupies a given** position in a social unit.
3. Individuals play multiple roles.
4. Employees attempt to determine what behaviors are expected of them.
5. An individual who is confronted by divergent role expectations experiences role conflict.
6. Employees in organizations often face such role conflicts.

**Question No: 13 ( Marks: 1 ) - Please choose one**

**Which of the following skills are required most by the Top-level managers?**

► Technical skills

► Interpersonal skills

► **Conceptual skills page 10**
► All of the given options

**Conceptual Skills**

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top mangers/CEO needs this type of skill the most.

**Question No: 14 ( Marks: 1 ) - Please choose one**

**Which of the following involves channeling the behavior of all personnel to accomplish the organization's mission and objectives while simultaneously helping them accomplish their own career objectives?**

► Planning
► Organizing
► **Leading page 9**
► Controlling

**Leading**

Leading is stimulating people to be high performers. It is directing, motivating, and communicating with employees, individually and in groups. Leading takes place in teams, departments, divisions, and at the tops of entire organization. The outcome of leading is a high level of motivation and commitment.

**Question No: 15 ( Marks: 1 ) - Please choose one**

**Which of the following stage of training module identifies the mediums of training?**

► **Designing phase of training**
► Training Need Analysis
► Determining training objectives
► Training evaluation

**Question No: 16 ( Marks: 1 ) - Please choose one**

**Previous company records & customer satisfaction surveys may serve as a source for:**

► Cultivating learning culture within the organization
► **Determining deficiencies that require training**
► Developing career development plans for employees
► Identifying training outcomes through evaluation

**Question No: 17 ( Marks: 1 ) - Please choose one**

**'Due to lack of knowledge among employees, they are unable to operate the computerized MIS', which of the following addresses this problem?**

► **Provision of new computers**
► **Conduct relevant training**
► **Supply input devices**
► **Supply output devices**

**Question No: 18 ( Marks: 1 ) - Please choose one**

**What could be the main consideration of an HR manager during recruitment?**

► **Outsource the employee selection to recruiting agencies**
► **Screen the pool of appropriate applicants**

► **Attract a large number of applicants**
► **Only hire the experienced candidates**

**Question No: 19 ( Marks: 1 ) - Please choose one**
**Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:**
► **Labor market PAGE 124**
► **Employment market**
► **Employee market**
► **Job market**

**Labor market**
Potential employees located within the geographical area from which employees are recruited comprise the labor market**.**

**Question No: 20 ( Marks: 1 ) - Please choose one**
**Ufone, appointed Mr. Ali just to develop training modules for its employees. In such a case Mr. Ali is said to be a/an:**
► **HR executive**
► **HR generalist**
► **HR specialist PAGE 53**
► **None of the given options**

**HR Specialist:**
Specialist may be a human resource executive, manager, or non-manager who typically is concerned with only one of the functional areas of human resource management.

**Question No: 21 ( Marks: 1 ) - Please choose one**
**HR managers who are close & answerable to top management/CEO, and perform one or more HR functions are titled as;**
► **HR specialists**
► **Functional managers**
► **HR generalists**
► **HR executives page 53**

**HR Executives**
Executives are top-level managers, who report directly to the corporation's chief executive officer or the head of a major division.

**Question No: 22 ( Marks: 1 ) - Please choose one**
**Being a Figurehead, manager has to perform which of the following role?**
► Informational roles
► Decisional roles
► **Interpersonal roles PAGE 12**
► Sequential roles

**Interpersonal roles**
Included figurehead, leadership, and liaison activities.

**Question No: 23 ( Marks: 1 ) - Please choose one**
**Entrepreneurs are said to perform the:**

► Interpersonal role
► Informational role
► Supportive role
► Decisional role

**Decisional roles**

**• Entrepreneur—**

Managers initiate and oversee new projects that will improve their organization's performance

**Question No: 24 ( Marks: 1 ) - Please choose one**

**Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:**

► Technical skills
► Interpersonal skills
► Conceptual skills page 10
► Practical skills

**Conceptual Skills**

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top mangers/CEO needs this type of skill the most.

**Question No: 25 ( Marks: 1 ) - Please choose one**

**Which of the following abilities are categorized as the Technical skill of an individual?**

► Judgment & creativity
► Analysis & communication
► Knowledge & proficiency
► Innovation & advancement

**Question No: 26 ( Marks: 1 ) - Please choose one**

**Resources are allocated & assigned while:**

► Planning & Organizing
► Leading & Controlling
► Organizing & Controlling
► Controlling & Planning

**Question No: 27 ( Marks: 1 ) - Please choose one**

**Which of the following statement represents "effectiveness"?**

► Achieve most output with less time
► Achieve mass production
► Achieve most output with least input
► Achieve organizational goals

**Question No: 28 ( Marks: 1 ) - Please choose one**

**"A person is known by the company he/she keeps"; is well described by which of the term?**

► Prejudice
► Stereotype
► Introversion

► Extroversion

http://racerelations.about.com/od/understandingrac1/a/WhatIsaStereotype.htm
http://en.wikipedia.org/wiki/Stereotype#Stereotypes

**Question No: 29 ( Marks: 1 ) - Please choose one**

**A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:**

► Cooperative work
► Student placement
► Internship program page 79
► Student leasing

**Internships**

A special form of recruiting that involves placing a student in a temporary job. There is no obligation on the part of the company to permanently hire the student and no obligation on the part of the student to accept a permanent position with the firm. Hiring college students to work as student interns is typically viewed as training activity rather than as a recruiting activity.

**Question No: 30 ( Marks: 1 ) - Please choose one**

**According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?**

► Civil rights
► Equal pay page 55
► Worker compensation
► Age discrimination

**Equal Pay Act of 1963**

This law requires the same pay for men and women who do the same job in the same organization. Basically this law provides protection against discrimination based upon sex.

**Question No: 31 ( Marks: 1 ) - Please choose one**

**Which of the following had gained importance during 1970s to save the organizations from courts?**

► Trade unions
► Human relation movement
► Employment legislations
► None of the given options

**Question No: 32 ( Marks: 1 ) - Please choose one**

**HR department became the main force behind all changes during:**

► Mechanistic period
► Catalytic period
► Organistic period
► Strategic period

**Question No: 33 ( Marks: 1 ) - Please choose one**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**For which of the following employees' participation plays a vital role?**

► **Enhance goals' complexity**

► **Develop tools for measurable goals page 142**

► Redefine goals frequently

► Ensure goals attainment

**Using Goal-Setting Methods:**

People are strongly motivated to achieve goals they consciously set. Setting goals with employees can be a very effective way of motivating them. Goals should be clear and specific, measurable and verifiable, challenging but realistic, and set with participation.

**Question No: 34 ( Marks: 1 ) - Please choose one**

**HR department maintains _____ records.**

► **Employee**

► **Sales**

► **Production**

► **Inventory**

**Question No: 35 ( Marks: 1 ) - Please choose one**

**Which of the following is the main focus of Organizational Behavior?**

► **Society**

► **Stockholders**

► **People at work PAGE 21**

► **Union**

**Organizational Behavior:**

**OB is concerned specifically with the actions of people at work**

**Question No: 36 ( Marks: 1 ) - Please choose one**

**The thorough & detailed study regarding jobs within an organization is termed as:**

► **Job analysis page 67**

► **Job description**

► **Job specification**

► **Job evaluation**

**Job Analysis**

Job Analysis is the SYSTEMATIC process of collecting and making judgments about all the important information related to a job. Job analysis is the procedure through which you determine the duties and nature of the jobs and the kinds of people who should be hired for them.

**Question No: 37 ( Marks: 1 ) - Please choose one**

**Which of the following condition stimulates the need of Job analysis within an organization?**

► **Creation of New jobs**

► **Prior to job specification**

► **While modifying existing jobs**

► **All of the given options page 67**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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SHINING STAR ($$)

**Question No: 38 ( Marks: 1 ) - Please choose one**
**The set of tasks & duties assigned to a particular person is said to be his/her:**
► Position
► Duty
► Responsibility page 67
► Work
**Responsibility:**
An obligation to perform certain tasks and duties.
**Question No: 39 ( Marks: 1 ) - Please choose one**
**In order to ensure better compensation & salary packages for employees, organization should develop:**
► Job description
► Job specification
► Job evaluation
► All of the given options
**Question No: 40 ( Marks: 1 ) - Please choose one**
**Which of the following defines the levels of authority to perform the assigned tasks?**
► Labor union
► Competitor's threat
► Organizational structure
► Pressure group

## REMEMBER ME IN YOUR PRAYERS

- Which is said to be the simplest method for job evaluation?
  - Ranking method
  - **Classification method**
  - Factor comparison method
  - Point factor method
- Which of the following is a forecasting method in which requirement is estimated at department level and the information is gradually transmitted to upper level to make future hiring of employees?
  - Top-down approach
  - **Bottom-up approach**
  - Zero-based approach
  - Employee-based approach
- Formal organizations are _____ organizations.
  - **Structured**
  - Unstructured
  - Irrational
  - Spontaneous

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- If a company is employing the fresh graduates as well as the professional experts, the management is said to be enhancing _____.
  - Stereotyping
  - Variety
  - **Diversity**
  - Uniformity
- \'Human Relation Approach\' was emerged during:
  - 1930-40
  - 1940-50
  - **1950-60**
  - 1960-70
- The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:
  - HR planning
  - Job analysis
  - **Recruitment**
  - **Selection**
- \'Fair employment legislation\' is applicable to which of the following?
  - Collective bargaining
- \'Fair employment legislation\' is applicable to which of the following?
  - **Planning & selection**
  - **Training & development**
  - Grapevine network
- While conducting job analysis the \'Observation Method\' is useful when:
  - **Job requires more intellectual skills to complete**
  - Job is repetitive in nature
  - Job is market oriented and requires more data
  - Job consists of physical activity like machine operations
- The term “People” is one of the components of an organization which refers to:
  - Society
  - **Customers**
  - Human resource
  - General public
- Which of the following is NOT included in job description?
  - Job title
  - Job authority
  - **Job competency**
  - Job status

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- Formal groups are formed by the _____.
  - Informal structure
  - **Organizational structure**
  - Friendly relationship
  - Common interest
- The mental process to pay attention selectively to some stimuli and cues in our environment is known as:
  - **Perception**
  - Personality
  - Attitude
  - Ability
- Which of the following is a measure to ensure minorities' involvement on equality basis who had been discriminated in the past?
  - **Equal employment opportunity**
  - Affirmative action
- Which of the following is a measure to ensure minorities' involvement on equality basis who had been discriminated in the past?
  - Civil rights
  - Anti-gender discrimination
- All of the following are advantages of using the critical incident method for appraising performance, EXCEPT:
  - Provides examples of good performance
  - **The results are subjective**
  - Provides examples of poor performance
  - Incidents can be tied to performance goals
- Which of the following HR activity is the basic element of recruitment?
  - **Attract the job applicants for the particular post**
  - Select the best one among all applicants
  - Train the people as per organizational requirements
  - Fire the non-performing employees
- To get more accurate information for job analysis, a questionnaire should include:
  - **Structured and rational questions**
  - Open-ended and subjective questions
  - Job analysis objectives and open-ended questions
  - Structured and open-ended questions
- The act of reorganizing a company for the purpose of making it more efficient and therefore more profitable is known as:
  - Redesigning
  - Restructuring

  - Designing
  - **Reengineering**
- Job evaluation is conducted to develop:
  - Compensation packages
  - Training modules
  - **Organizational grapevine**
  - Rules & policies
- Which of the following employee benefits are legally imposed on organizations?
  - **Social security**
  - Stock options
  - Care centers
- Which of the following employee benefits are legally imposed on organizations?
  - Flexible hours
- Leadership will mostly be considered failed if:
  - Leaders are appointed by top management
  - Leader established high goals to be achieved
  - Leader also plays the role of a manager in an organization
  - **Followers stop sharing their issues with a leader**
- Usually it is observed that after becoming the team's captain the player's own performance declines. What could be the reason behind it?
  - **Unable to handle extra pressure**
  - Absence of task related knowledge
  - Lack of high energy level
  - Imposed on a team by management
- 'Unilever' comes under which of the following categories while conducting its business globally?
  - Domestic
  - International
  - Multinational
  - **Transnational**
- Which group of employees may also be known as expatriate?
  - **Parent-country nationals**
  - Host-country nationals
  - Third-country nationals
  - Local-country nationals
- _____ are citizens of the country in which the multinational company has its headquarters.
  - **Expatriates**

  - Third-country nationals
  - Home-country nationals
  - Host-country nationals

- Neither an organization nor any organizational member can provide the employee database information to any person/organization without the permission of the concerned employee. This restriction is supported by:
  - Employment at will
  - Discrimination law
  - **Rights to privacy**
  - Labor law
- Communication in which information flows from the top of the organizational management hierarchy to the employees telling them what is the mission and what are the policies of the organization is known as:
  - Diagonal communication
  - Horizontal communication
  - Upward communication
  - **Downward communication**
- All of the following would be considered as sources of conflicts, EXCEPT:
  - Goal incompatibility
  - Different values and beliefs
  - Lack of resources and finances
  - **Strengthened team dynamics**
- The labor union of \'SAGA Trading Pvt Ltd\' is demanding company to buy resources from their settled place. Company didn’t bother about raising such issue by the union, as the issue comes under:
  - Labor issues
  - Mandatory issues
  - Permissive issues
  - **Prohibited issues**
- According to which of the following view, \"conflict should be encouraged and managed\"?
  - Traditional View
  - **Human Relations View**
  - Interactionist View
  - Behavioral view
- Asif has punished his subordinate for the reason that he had refused to drop Asif\'s children at school. What type of power Asif practiced over his subordinate?
  - Referent power
  - **Social power**

  - **Personal power**
  - Charismatic power
- If being a manager you have the power to dismiss, suspend or demote your subordinates, you are said to have which of the following power?
  - Charismatic power
  - Referent power
  - Coercive power
  - **Legitimate power**
- Performance measures include all of the following, EXCEPT:
  - Individual's productivity
- Performance measures include all of the following, EXCEPT:
  - Team\'s productivity
  - Departmental productivity
  - **Market productivity**
- Which of the following is NOT included in time-off benefits?
  - **On-the-job breaks**
  - Annual holidays
  - **Flexi time**
  - Paid leaves
- For which of the following reason, organizations consider employee benefits important?
  - To attract new blood in the organizations
  - To retain the valuable employees
  - To create good reputation in the market
  - **All of the given options**
- Which of the following is NOT included in direct financial payments?
  - Wages
  - Insurance
  - Commissions
  - **Incentive**
- When an employee's performance is so poor that a written warning is required, that warning should:
  - Identify the standards by which the employee is judged
  - Contain examples of employees who met the standards
  - Provide previous examples when employee met the standards
  - **Be sent to the employee in question and to the superior manager**
- If a supervisor wants to criticize his subordinate in an appraisal interview, it is best to:
  - **Hold meeting with other people to diffuse the negative situation**
  - Provide examples of critical incidents by that employee

- Acknowledge personal biases with the employee
- Scold the employee on excuses for poor performance

- Which of the following depicts today\'s major barrier to career advancement of the working ladies?
  - Top management is usually male oriented
  - Lack of educational opportunities for women
- Which of the following depicts today\'s major barrier to career advancement of the working ladies?
  - Common perception that woman can never be a better boss
  - **Difficulty in balancing the work and family life**
- Which of the following is part of a manager's role in the career development of an employee?
  - Communicating the mission, policies and procedures
  - Utilizing career development opportunities
  - **Participating in career development discussions**
  - Establishing goals and career plans
- Which of the following is a part of organization's role in the career development of an employee?
  - Communicating the mission, policies and procedures
  - Providing timely performance feedback
  - Participating in career development discussions
  - **Seeking out career information**
- Which of the following term is used to represent the shift in job position without any change in salary or grade?
  - Promotion
  - **Transfer**
  - Demotion
  - Resignation
- Employee commitment had suffered a lot in recent years due to which of the following reasons?
  - **Structural downsizing**
  - Skill inadequacy
  - Rational appraisals
  - Organizational expansion
- Shehzad planed to retire from his company because he would get a better package after 30 years of service. However, according to him without a job it would be difficult for him to spend time so he may consider other options. What do you suggest for him?
  - Explanation of social security benefits
  - Pursue career outside the company

  - Counseling to utilize leisure time
  - **All of the given options**
- How organizations prepare their employees for retirement?
  - Provide leisure time counseling
  - Search careers outside the company
  - Explanation of social security benefits
- How organizations prepare their employees for retirement?
  - **Psychological counseling to accept retirement**
- Which of the following measures are taken to assess the intensity of employees' satisfaction and their attitude toward the training program?
  - **Continuous feedback**
  - Profitability rate
  - Market share
  - Productivity levels
- Which of the following is the greatest contributor towards the success of an organization?
  - Prevailed grapevine network of employees
  - **Conduct frequent trainings to employees**
  - Set goals to define the direction to pursue
  - Implementation of the newest technology
- Which of the following test is used to measure a candidate\'s knowledge regarding job duties he/she is supposed to perform in a particular job position?
  - Work knowledge test
  - Trade knowledge test
  - **Job knowledge test**
  - Position knowledge test
- The extent to which an employment selection test provides consistent results is known as:
  - Reliability
  - Dependability
  - **Consistency**
  - Trustworthiness
- Which of the following term is used as the indicator of missing information by the applicant while making selection decision?
  - **Red flag**
  - Red alert
  - High alert
  - Alarming situation

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- Which of the following method is used to inform employees about the company\'s job openings?
  - Job publishing
  - **Job declaration**
  - **Job posting**
  - Job listing
- Organizations started focusing on quality, productivity and efficiency during:
  - Mechanistic period
  - Legalistic period
  - Organistic period
  - **Strategic period**
- Which of the following aspect should be considered during task analysis, before conducting the training in an organization?
  - **Individuals who require training**
  - Shortcomings in existing technology
  - Ineffective feedback system of organization
  - Areas where training is required
- \'Due to lack of knowledge among employees, they are unable to operate the computerized MIS\', which of the following addresses this problem?
  - Provision of new computers
  - **Conduct relevant training**
  - Supply input devices
  - Supply output devices
- The process by which people acquire skills & abilities required to perform jobs at hand, is known as:
  - Learning
  - **Training**
  - Development
  - Need analysis
- According to which of the following interview type, several applicants are being interviewed by one or more company representatives?
  - One-to-one interview
  - **Panel interview**
  - Group interview
  - Stress interview
- Which of the following represents the basic goal of the recruitment?
  - Communicate job opening positions clearly
  - Attract maximum number of applicants
  - Self select out the candidates to save time and money

  - **Attract the qualified candidates & not the unqualified ones**
- Which of the given solution served as the best one for reducing the problem of central tendency in performance appraisals?
  - **Rank employees**
- Which of the given solution served as the best one for reducing the problem of central tendency in performance appraisals?
  - Train supervisors to avoid it
  - Impose a distribution for performance
  - Consider the purpose of the appraisal
- Rating a person high or low on all items because of one characteristic during performance appraisal, is known as:
  - **Halo effect**
  - Central tendency
  - Stereotyping
  - Biasness
- Management by objectives (MBO) refers to an appraisal method, which:
  - Evaluates progress made toward the accomplishment of measurable goals
  - **Assigning scale points with specific examples of good or poor performance**
  - A log of positive and negative examples of a subordinate's work-related behavior
  - Assigning predetermined percentages for different performance categories
- If a performance appraisal focuses on an employee's quality and quantity of wok, then the performance appraisal is focused on measuring _____.
  - Generic dimensions of performance
  - Performance of actual duties
  - **Employee competency**
  - Achievement of objectives
- Which of the following is NOT one of the guidelines for effective goal setting?
  - Allocate specific goals
  - Set challenging but achievable goals
  - **Assign consequences for performance**
  - Encourage employee participation
- All of the following could be the reasons of an employee stress, EXCEPT:
  - Supervisor's rude attitude
  - No recognition of efforts
  - Job insecurity and safety
  - **Missing out the thanking notes**
- Management has pointed out Mr. Haseeb as a low performer & shows their dissatisfaction with his performance, Mr. Haseeb had tried a lot to put more & more efforts but still unable to satisfy the management, after some time he started overlooked

the appraisal reports as he perceived that management is habitual of criticizing the employees' performance. This reaction by Haseeb is resulted due to:

- Lack of trained raters
- Unserious attitude towards appraisal

- Management has pointed out Mr. Haseeb as a low performer & shows their dissatisfaction with his performance, Mr. Haseeb had tried a lot to put more & more efforts but still unable to satisfy the management, after some time he started overlooked the appraisal reports as he perceived that management is habitual of criticizing the employees' performance. This reaction by Haseeb is resulted due to:
  - **Lack of proper feedback**
  - **Management is biased**
- Which one of the following is NOT the characteristic of a Virtual Team?
  - Lack of nonverbal signals
  - **Limited social contact**
  - Increased social relationship
  - Ability to overcome time and space constraints
- Jobs are identified & grouped during which of the following managerial function?
  - Planning
  - **Organizing**
  - Leading
  - Controlling
- As a result of which of the following activity, HRIS is gaining popularity day by day?
  - Generating organizational reports
  - **Managing resources effectively**
  - **Retrieving timely information**
  - Handling bundles of data
- HRIS provides information that supports organizations in:
  - **Designing compensation packages**
  - Launching new equipments
  - Forecasting financial budgets
  - Anticipating customers' trend
- \'Job description\' provides which of the following information?
  - Working conditions prevailing in an organization
  - **Set of KSA required to perform a job**
  - Level of experience mandatory for a particular job
  - Individual's general attitude that affects the job performance
-
  -

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- Organizational Behavior is a study of investigating the impact of:
  - **Employees\' behavior in an organization**
  - Societal behavior on an organization
  - Country\'s culture on an organization
  - Country\'s economy on an organization
- Which of the following term is used to identify, \"what the job holder does\"? \"how it is done\"? & \"why it is done\"?
  - Job specification
  - Job evaluation
  - **Job description**
  - Job title
- Which of the following term is used to identify the physical & mental skills, required to perform by an individual within a particular position in an organization?
  - Job title
  - **Job specification**
  - Job description
  - Job evaluation
- Jobs are compensated on the basis of:
  - **Job analysis**
  - Job specification
  - Job worth
  - Job description
- _____ is the main source of innovations.
  - Upgraded technology
  - **Human mind**
  - Competitors\' pressure
  - Research & Development
- Which of the following HR function is the basic element of recruitment?
  - **Attract the job applicants for the particular post**
  - Select the best one among all applicants
  - Train the people as per organizational requirements
  - Fire the non-performing employees
- A person is known by the company he/she keeps”; is well described by which of the term?
  - Prejudice
  - **Stereotype**
  - Introversion
  - Extroversion
- Terms \"Interpersonal skills\" and \"Human skills\" are used for:

  - Two different skills
  - Different managerial skills
  - Operational skills
  - **Same managerial skills**

- Which of the following abilities are categorized as the Technical skill of an individual?
  - Judgment & creativity
  - Analysis & communication
  - **Knowledge & proficiency**
  - Innovation & advancement
- The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:
  - Task
  - People
  - Structure
  - **Technology**
- Under which of the following authority, an HR manager took the decision to provide training to its employees regarding the operations of newly installed machine?
  - Staff
  - **Functional**
  - **Line@@@**
  - Implied
- Which one of the following is NOT the benefit of making teams?
  - **Every member is mutually accountable within a team@@@**
  - Teams enable organizations to better utilize employees\' talents
  - Teams create trust and a collaborative culture
  - Teams always perform better than individuals in all situations
- Which one of the following is NOT the characteristic of a Virtual Team?
  - Lack of nonverbal signals
- Which one of the following is NOT the characteristic of a Virtual Team?
  - Limited social contact
  - **Increased social relationship**
  - Ability to overcome time and space constraints
- Which of the following functions of HRM deals with \'Collective Bargaining\'?
  - Staffing
  - Forcasting
  - Employee-assistance management
  - **Employee-relations management**
- \'There is no need to make any new appointment\'; therefore, the organization has transfered Mr. Azam to another branch. This step of the organization is taken to:

  - Increase the labor supply than demand
  - **Maintain the balance of labor supply and demand**
  - Decrease the labor supply than demand
  - Devastate the balance of labor supply and demand

- A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetese, heart diseases, neurological disorders etc, is termed as:
  - Hereditary testing
  - **Gene testing**
  - Instinct testing
  - **Genetic testing**
- Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?
  - In-basket technique
  - **Role playing**
  - Interview simulations
  - Case study
- According to which of the following interview type, several applicants are being interviewed by one or more company representatives?
  - One-to-one interview
  - Panel interview
  - **Group interview**
  - Stress interview
- \'Material wastage has increased to greater extent due to using outdated machinery\'. This issue can be resolved by:
  - Train machine operators regarding its operations
  - **Replacing the existing machinery with the new one**
- \'Material wastage has increased to greater extent due to using outdated machinery\'. This issue can be resolved by:
  - Using new raw material in production
  - No action is required as it is not a noticeable issue
- Previous company records & customer satisfaction surveys may serve as a source for:
  - Cultivating learning culture within the organization
  - **Determining deficiencies that require training**
  - Developing career development plans for employees
  - Identifying training outcomes through evaluation
- Evaluation of training program is conducted:
  - At the initial stage while design a training
  - Prior to need assessment phase

  - Parallel to design a training content
  - **At the last stage of training**
- HR managers play vital role in:
  - Setting production targets
  - **Formulating strategies**
  - Publishing financial statements
  - Preparing reports for shareholders
- Which of the following are the groups of social nature that are formed around friendship and common interests?
  - Formal
  - Structured
  - Informal
  - Unstructured
- There are several sources that can identify the training needs. List & explain any five of such sources. Q-1: Job posting is:
  - **Internal advertisement by an organization to attract candidates from the existing employees, against a vacancy.**
  - The system of transferring existing employees to comparable new jobs available in the organization.
  - An arrangement of in house training of employees for career advancement.
  - Grouping together of a family of similar jobs, under a single title to establish uniformity of standards in controls and compensations.
- Realistic job preview is a:
  - Technique for listing elements of job before selecting someone to perform it.
  - Performance appraisal technique.
  - **A selection device that enables the candidates to learn both the negative and positive information about the job and organization.**
- Realistic job preview is a:
  - None of the given options
- Job analysis can be performed in all of the following ways except:
  - **Observing hourly work**
  - Reviewing interviews conducted with departing employees
  - Studying diaries or daily journals that manager kept over a three-month period
  - Giving workers checklists to indicate which tasks on the list are performed during job execution
- Considering continuous process improvement activities in organizations, Should “Zero defects” really be a goal?
  - Yes perfection is reasonable goal.

  - No, 0.1 percent errors can be corrected much more efficiently than they can be prevented
  - Yes most industries find this an attainable goal.
  - **Sometimes, for some mistakes, cost benefits can not be calculated**

- Organizational efficiency is expressed as:
  - Planning for long-run goals
  - **Making the best use of scarce resources**
  - Goal attainment
  - Meeting deadlines
- Goal setting is:?.....
  - Top down process
  - Bottom up process
  - **A process of top down support and bottom up development**
  - A function of senior management
- When the firm changes the way it operates, the process is known as:
  - Downsizing
  - Brain drain
  - **Restructuring**
  - Outsourcing
- Which one is not included in the hiring process?
  - Recruitment
  - Socialization
  - Selection
  - **Job specification**
- Effectiveness is ----------
  - **Do right things**
  - Do things right
  - Productivity
  - All of the given options
- Extents of individual freedom and discretion employees have in performing their jobs is Known as
  - Capitation
  - Flextime
  - Empowerment
  - **Autonomy**
- Organization, where employees are provided with the opportunity to learn on continuous basis is known as:
  - Formal
  - Informal

  - Bureaucratic
  - **Learning**

- Under which of the following no screening of applicant pool is conducted before making final selection?
  - **Walk-in applicants**
  - Employee referrals
  - Employment agency
  - School placement
- Which of the following is NOT a concern of Human Resource Development (HRD)?
  - Employee training
  - Employee orientation
  - **Employee rights**
  - Employee appraisals
- Employee commitment has suffered in recent years because of::
  - Downsizing
  - Training issues
  - **Appraisals**
  - Performance standards
- The process through which someone becomes aware of personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals is called _____.
  - Organizational development
- The process through which someone becomes aware of personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals is called _____.
  - Career management
  - **Career development**
  - Career planning
- Following are the stages of socialization process, EXCEPT:
  - Pre-arrival stage
  - Encounter stage
  - Metamorphosis stage
  - **Completion stage**
- The goal of pre-retirement educational programs is to;
  - Improve job satisfaction
  - Increase employee commitment
  - Minimize medical claims from retirees
  - **Ease the transition from working life to retirement**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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SHINING STAR ($$)

- Organizations put maximum effort in measuring performance of organizational people because;
  - It makes procedures cost effective
  - **It helps in detecting the problems**
  - It leads to product innovation
  - It assists in implementing new technology
- Willingness, capacity & opportunity to perform are said to be;
  - Performance outcomes
  - **Determinants of performance**
  - Performance appraisals
  - Types of performance standards
- One of the major barriers to career advancement experiencing by working ladies is;
  - **Difficulty in balancing work and family life**
  - Top management is usually male oriented
  - Lack of educational opportunities
  - Common perception that woman can not be better boss
- Alternative work arrangements include all of the following EXCEPT;
  - Part-time work
  - Flexible hours
- Alternative work arrangements include all of the following EXCEPT;
  - **On-site child care**
  - Job sharing
- Mr. Ahmed is a cashier and he feels dissatisfied at work. What best justifies this situation?
  - **His job may not be structured to suit his preferences**
  - It involves physical toughness
  - It requires mental toughness
  - It involves too much customer interaction
- The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.
  - Central tendency
  - **Leniency**
  - Strictness
  - Halo effect
- The relationship between critical incident method & BARS (behaviorally anchored rating scale) is;
  - No relationship exists
  - Different methods to evaluate performance
  - **Both are similar PA methods**

  - Comparison method is used for PA, while BARS is related to training evaluation
- What is another term for 360-degree feedback?
  - Feedback loop
  - **Multi-source assessment**
  - Upward feedback
  - Circle feedback
- Standards are established to;
  - **Achieve desired outcomes**
  - Meet legal compliance
  - Achieve competitive advantage
  - Promote goodwill in market
- The point method to evaluate job is an extension of;
  - Ranking method
  - **Factor comparison method**
  - Classification method
- The point method to evaluate job is an extension of;
  - Point factor method
- Job evaluation is based on the;
  - Physical skills required by the job
  - **Relative job worth for an organization**
  - Complexity of the job to perform
  - Conceptual skill required by the job
- Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?
  - Peers
  - Customers
  - Top management
  - **Immediate supervisor**
- Groups are called _____ if jobs are similar.
  - **Classes**
  - Grades
  - Scales
  - Roles
- Train the raters prior to conduct the performance appraisal is an important responsibility of;
  - Top management
  - **HR department**
  - Line managers

- Production department

- Currently Organizations are providing benefits to their employees;
  - **To attract new blood in the organization**
  - To create stronger customer relationship
  - To enhance the market share
  - All of the above
- Following are all examples of direct compensation EXCEPT;
  - **Pension**
  - Salary
  - Bonus
  - Income
- One of the main flaws of Classification method to evaluate the jobs is;
  - It is an expensive method
  - Only beneficial for small organizations
  - Maximum probability of biasness
  - **Not useful when jobs are different**
- Which of the following measurement methods rates employee performance? relative to other employees?
  - Graphic rating scale
  - **Comparative method**
  - Essay method
  - Critical incident method
- HRM is associated with the management of;
  - General people
  - Financial resources
  - **Organizational people**
  - Community members
- Cost of human resources refers to;
  - Company profits
  - Employee shares
  - **Salary packages**
  - Earned revenues
- Top level managers require _____ skills the most;
  - Technical
  - Interpersonal
  - **Conceptual**
  - Mechanical
- Matching the job description with the individuals' qualification is an important aspect of;

  - IS
  - MIS
  - **HRIS(Human Resource Information System)**
  - DBMS
- HR managers are generally the _____ managers;
  - Line
- HR managers are generally the _____ managers;
  - Middle
  - **Staff**
  - Top
- Manufacturing was the main concern of personnel department during;
  - **Mechanistic period**
  - Catalytic period
  - Organist period
  - Strategic period
- SWOT Analysis is a tool for;
  - Determining organization's mission
  - Developing organizational goals
  - Formulating strategies
  - **Environmental scanning**
- Jobs are identified & grouped while;
  - Planning
  - **Organizing**
  - Leading
  - Controlling
- According to the Hawthorne studies, the productivity of employees;
  - Increased by increasing light
  - Decreased by decreasing light
  - **Increased by observing them**
  - No change in their productivity
- Organizational goals should be;
  - **Achievable**
  - Ambiguous
  - Random
  - Vague
- Which one of the following is NOT the source of workforce diversity?
  - Age
  - Gender

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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SHINING STAR ($$)

- Which one of the following is NOT the source of workforce diversity?
  - Education
  - **Resentment**
- To anticipate the human resource needs of the organization based on some previous data or managerial judgment is known as;
  - **Demand forecasting**
  - Supplies forecasting
  - Financial forecasting
  - Sales forecasting
- The thorough & detailed study regarding jobs within an organization is represented by;
  - **Job analysis**
  - Job description
  - Job specification
  - Job evaluation
- A practice used by companies to assign their costly activities to outside providers, (for the purpose of cost saving), rather than completing it internally is called;
  - Planning
  - Decentralization
  - Restructuring
  - **Outsourcing**
- Organizational behavior depicts the;
  - Jargons used within the organization
  - **Collective behavior of an organization**
  - Effect of society's common behavior on an organization
  - Culture prevails in an organization
- Leaders perform;.....
  - Decisional roles
  - Informal roles
  - Informational roles
  - **Interpersonal roles**
- Organizations take inputs from its;
  - Rules & Policies
  - **Internal Environment**
  - External Environment
- Organizations take inputs from its;
  - Legislations
- As organizational activities are interrelated, it is said to be;
  - A closed system

- An isolated system
- **An open system**
- A clogged system

- Management sciences department is one of the _____ of the VU;
  - System
  - **Subsystem**
  - Board
  - Structure
- Shifting from manual to computerized system is resulted due to;
  - Workforce diversity
  - **Technological advancement**
  - Stake holder's involvement
  - Globalization
- . _____ is the process of acquiring, training, appraising and compensating employees, attending to their labor relations, health and safety and fairness concerns.
  - Labor Relations
  - Organizational Behavior
  - **Human Resource Management**
  - Organizational Health and Safety Management
- Which of these refers to the temporary, part-time and self-employed workers?
  - Internal labor force
  - **Contingent work force**
  - High-performance work systems
  - Downsized employees
- Which basic function of management includes delegating authority to subordinates and establishing channels of communication?
  - Planning
  - **Organizing**
  - Leading
  - Staffing
- Over the past 25 years, all of these areas of legal environment have influenced HRM except:
  - Equal employment opportunity legislation
  - Employees pay and benefits
  - **Employee competition legislation**
  - Job security
- One of the most popular methods of increasing employee responsibility and control is _____.
  - Outsourcing

- \"Military model\" of management
- HRIS
- **Work teams**

- Which of these is a major dimension of HRM practices contributing to company competitiveness?
  - Compensating human resources
  - Acquiring and preparing human resources
  - Managing the human resource environment
  - **All of the given options**
- How has technology changed HRM practices?
  - Recruiting using the web generates smaller, more focused applicant pools.
  - Employee training is offered through scheduled classes rather than on demand.
  - **Electronic resumes take less time to evaluate than paper resumes.**
  - None of the given options.
- How do companies facilitate workforce diversity?
  - Rely on external support systems for minority workers.
  - Encourage employees to challenge the beliefs and values of other employees.
  - **Build in accountability through surveys and audits.**
  - Reinforce traditional values.
- Employee involvement requires extensive additional HRM activity in which of these areas?
  - **Training**
  - Benefits
  - Labor negotiation
  - Marketing
- Managers who meet designated goals are _____.
  - Assertive
- Managers who meet designated goals are _____.
  - Efficient
  - **Effective**
  - Entitled
- David conducts new employee orientation for a large organization. His work is within which basic HRM function?
  - Management
  - Motivation
  - Career planning
  - **Training and development**
- Employee relations specialists are involved in which of these activities?

- **Handling employee complaints**
- Working with position control specialists in compensation
- Negotiating benefits packages
- Coordinating interview schedules

- The father of scientific management is _____.
  - Deming
  - Burns
  - **Taylor**
  - Hawthorne
- A large organization is an EEO employer with an affirmative action plan. Which of these activities is performed as part of the plan?
  - All job applicants must have a recommendation from current or past employee
  - Insurance premiums from former employers of all applicants are analyzed
  - **Job requirements are determined based on skills, knowledge and abilities**
  - Job announcements are posted on the company bulletin board
- Which of these items would be in the highest security category of a typical HRIS?
  - Employee name
  - Former employers
  - **Salary**
  - Work location
- Which of these decreases in the labor supply is the easiest to predict?
  - Transfers-in
  - **Retirements**
- Which of these decreases in the labor supply is the easiest to predict?
  - Voluntary quits
  - Prolonged illnesses
- Wal-Mart differentiates its business by offering the lowest prices. Offering the lowest prices is Wal-Mart's _____.
  - Functional strategy
  - **Competitive advantage**
  - Distinctive competence
  - Corporate strategy
- _____ is the process of assessing progress toward strategic goals and taking corrective action as needed.
  - Strategic management
  - Strategic planning
  - **Strategic control**
  - Diversification

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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SHINING STAR ($$)

- . _____ is the right to make decisions, to direct the work of others and to give orders.
  - Leadership
  - **Authority**
  - Delegation
  - Management
- Which of the following is considered a qualitative approach to job analysis?
  - Position analysis questionnaire
  - **Interviews**
  - Department of Labor approach
  - Functional job analysis
- Which of the following role a manager performs as a Resource allocator?
  - Interpersonal role
  - **Decisional role**
  - Informational role
  - Supportive role
- The emigration of trained and talented individuals to other nations due to lack of opportunity or other reasons is known as _____.
  - Job Insecurity
  - Outsourcing
  - Workforce diversity
- The emigration of trained and talented individuals to other nations due to lack of opportunity or other reasons is known as _____.
  - **Brain Drain**
- Staffing is a process of hiring qualified employees at the right place and at the right time, to achieve _____.
  - Targeted sales goals
  - Individual career goals
  - Return on investment
  - **Organizational objectives**
- Manufacturing was the main concern of personnel department during:
  - **Mechanistic period**
  - Catalytic period
  - Organistic period
  - Strategic period
- _____ is achieved by combining capital, raw material & human resource by an organization.
  - Sales
  - Capital

  - Input
  - **Output**
- Supervisors fall into the:
  - Top-level
  - Middle-level
  - **First-line level**
  - Executive level
- HRM is associated with the management of:
  - General people
  - Labors only
  - **Organizational people**
  - Employers only
- A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:
  - Planning
  - Decentralization
  - Restructuring
  - **Outsourcing**
- The cognitive component consists of a person's:
  - Emotions
  - **Knowledge**
  - Attitude
  - Feelings
- Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:
  - Equal employment opportunity
  - **Affirmative action**
  - HR planning
  - Litigation process
- Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?
  - Affirmative action
  - Legal compliance
  - **Equal employment opportunity**
  - Stereotype
- An organization operates in:
  - An isolated system
  - A closed system
  - A clogged system

- **An open system**

- _____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.
  - Norm
  - Perception
  - **Role**
  - Stereotyping
- People can be more productive while working in:
  - Isolation
  - **Groups**
  - Crowd
  - None of the given options
- Which of the following component consists of a person's beliefs, opinions, knowledge, and information?
  - Affective component
- Which of the following component consists of a person's beliefs, opinions, knowledge, and information?
  - **Cognitive component**
  - Behavioral component
  - Objective component
- Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?
  - Backlash
  - Mistrust
  - **Cohesiveness**
  - Stereotyping
- While downsizing, organizations sometimes reduce the number of its employees by offering early retirements because:
  - HR requirement is less than existing number of employees
  - HR requirement is greater than the existing number of employees
  - Company's cost in terms of employee compensation can be saved
  - **Organizations can be more efficient by this action of management**
- Which of the following can be an alternative decision to employee termination?
  - Demotion
  - Retirement
  - Resignation
  - **Lay-off**
- If the time between violation & the respective penalty implementation lengthens, the impact of the disciplinary action will:

- **Be exceeded (Correct)**
- Remain the same
- Become invisible
- Be reduced

- Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.
  - **Manager only**
  - Charismatic leader
  - Leader only
  - Leader & manager at the same time
- What sort of relationship exists between 'negative-reinforcement' & 'punishment'?
  - Both are similar concepts
  - **Punishment leads to negative-reinforcement**
- What sort of relationship exists between 'negative-reinforcement' & 'punishment'?
  - Negative-reinforcement leads to punishment
  - Both leads to similar consequences
- \'Federal law\' requiring employers to give 60 days notice prior to plant closing or major layoff, as stated by:
  - **Statutory right of employees (Correct)**
  - Employer itself
  - Due process by an employer
  - Union recommendations
- Which of the following facilitates the employer to hire, fire, demote or promote anyone, in the absence of any legal obligation?
  - Discrimination law
  - **Employment at will (Correct)**
  - Affirmative action
  - Equal employment opportunity
- \'Honda Pakistan\', implemented a safety & health program for its employees after consulting experts and management in the organization. But, no reduction in the accidents or injuries is observed. Identify a reason which is least possible to the failure of this Safety & Health program?
  - Company is not considering inputs of employees regarding safety decisions
  - Safety & health program is not communicated properly to all employees
  - **Proper safety & health training has not been provided to the employees**
  - Proper budget is not allocated to safety and health program as required
- Which one of the following is NOT included in the content of \'Employee Handbook\'? Fringe benefits Safety procedures Financial statements (Correct) Job duties
  - Fringe benefits

- Safety procedures
- **Financial statements**
- Job duties

- \"Accounting staff of a EFU General Insurance ltd, share information of different departments to assist in preparing the annual budget on a consistent basis\". Which type of communication it is?
  - Diagonal communication
  - **Horizontal communication**
  - Upward communication
  - Downward communication
- Under a strong union influence, the union members demanded the salary increment as per the rate of increase in inflation. As an HR manager what will be your initial step?
  - Rejecting the request as it is unnecessary
  - Approving the demand immediately
  - Asking union to make a contract
- Under a strong union influence, the union members demanded the salary increment as per the rate of increase in inflation. As an HR manager what will be your initial step?
  - **Arranging negotiation to discuss the issue**
- According to which of the following view, \"conflict is bad and should be avoided\"?
  - **Behavioral view**
  - Traditional View
  - Human Relations View
  - Interactionist View
- If the political behavior is motivated by self-serving interests without taking into account the goals of the organization, the move would be considered as:
  - Ethical
  - Neutral
  - **Unethical**
  - Intense
- Legitimate power includes which of the following?
  - **Acceptance of authority by organizational members (Correct)**
  - Limited ability to reward employees
  - Ability to only punish employees
  - Limited control of company’s physical resources
- A power base that depends on fear comes under which of the following category of power?
  - Reward power
  - **Coercive power**
  - Referent power

- Legitimate power

- Which of the following is NOT included in time-off benefits?
  - On-the-job breaks
  - Annual holidays
  - **Flexi time**
  - Paid leaves
- Ali was working as MTO in ABL & getting the package of Rs.20.000, few weeks ago he resigned from ABL & joined HBL which is offering him Rs.30,000 at the same post of MTO. In this situation HBL is adopting the _____ pay strategy.
  - **Above market rate**
  - Below market rate
  - At market rate
  - All of the given options
- What type of pay plan is being used when workers are paid a sum for each unit they produce?
  - Base pay
  - **Competency-based pay**
  - Bonus pay
  - Piecework pay
- To make the \'Ranking Method\' of job evaluation more effective:
  - Perform performance appraisals on regular basis
  - Train employees prior to appraisals
  - Develop high compensation packages
  - **Clearly define job description initially**
- Miss. Fouzia wants to excel herself in the banking field by clearing the IBP Superior Qualification (ISQ) examination. But her current job's strict timings do not allow her to fulfill her plans. To address this problem, the bank could help her by:
  - Providing her with a career coach
  - Encouraging her to join a career success team
  - **Facilitating her with flexible working hours**
  - Suggesting her a better occupation to adopt
- Which of the following is part of a manager's role in the career development of an employee?
  - Communicating the mission, policies and procedures
  - Utilizing career development opportunities
  - Participating in career development discussions
  - **Establishing goals and career plans**
- Which of the following plays a role in assessing interests, seeking out career information and utilizing development opportunities in career development?

- Individual
- **Manager**
- Supervisor
- Company

- The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:
  - Organizational development
  - **Career management**
  - Career development
  - Career planning
- compensation and benefits with a career development focus differ from compensation and benefits with a traditional focus?
  - Employee's productivity is rewarded

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- compensation and benefits with a career development focus differ from compensation and benefits with a traditional focus?
  - Employee's efficiency is rewarded
  - Enhancement in abilities is rewarded
  - **All of the given options**
- Amjad has reached the age of full retirement, but he still wants to continue his job. Moreover, organization has not yet found any replacement to him. In such situation Amjad should pursue:
  - Counseling to utilize his leisure time
  - Search careers outside the company
  - Psychological counseling to prepare for retirement
  - **Extension of current job within company**
- Which of the given objective is mainly focused during pre-retirement educational programs?
  - Improve job satisfaction among senior staff
  - Enhance employee performances through such concerns
  - **Prepare employees for their upcoming retired life (Correct)**
  - Minimize medical claims from retirees
- During which stage of socialization, employees successfully internalize the organizational norms & beliefs?
  - Pre-arrival stage
  - Encounter stage
  - **Metamorphosis stage**
  - Post-retirement stage

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- During which of the following interview, an interviewer asks probing and open-ended questions?
  - Structured interview
  - **Unstructured interview**
  - Formal interview
  - Planned interview
- Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?
  - Selection
  - **Recruitment**
  - Staffing
  - Enrollment
- Which of the following is a force by which personality traits (expertise) affects others' behavior?
  - Power
  - **Influence**
- Which of the following is a force by which personality traits (expertise) affects others' behavior?
  - Authority
  - Command
- Which of the following practice involves the selling off portions of the company and making severe staff reductions?
  - Redesigning
  - **Restructuring**
  - Organizational designing
  - Reengineering
- People can be more productive while working in:
  - solation
  - **Groups**
  - Crowd
  - None of the given options
- The MOST common reason that an expatriate fails at an international assignment is _____.
  - Incompetency
  - Technical demands of the job
  - Expense
  - **Family pressures**
- Previous company records & customer satisfaction surveys may serve as a source for:
  - Cultivating learning culture within the organization

  - **Determining deficiencies that require training**
  - Developing career development plans for employees
  - Identifying training outcomes through evaluation

- The best hiring occurs when the goals of which of the following should consistent to each other?
  - HR managers, Finance managers
  - Head office, Branch
  - **Organization, Individual (Correct)**
  - Lower managers, Top managers
- Which one of the following is NOT the advantage of Workforce Diversity?
  - Multiple perspectives
  - Greater openness to new ideas
  - Increased creativity and flexibility
- Which one of the following is NOT the advantage of Workforce Diversity?
  - **Decreased problem-solving skills**
- Due to which of the following reason, subordinates may feel dissatisfied with their appraisal interviews?
  - **They feel threatened during the interview**
  - They can influence the course of the interview
  - Constructive interviewer is conducting the interview
  - Their poor performance is being highlighted
- Which of the given solution served as the best one for reducing the problem of central tendency in performance appraisals?
  - Rank employees
  - **Train supervisors to avoid it**
  - Impose a distribution for performance
  - Consider the purpose of the appraisal
- Some supervisors, when filling in rating scales, tend to avoid the highs and lows on the scale and rate most people in the middle. This type of evaluation is said to be effected by:
  - Stereotyping
  - **Central tendency**
  - Strictness
  - Leniency
- “Ongoing process of managing & evaluating both the behavior & outcomes in the workplace” is known as:
  - Training & development
  - **Performance appraisal**
  - Compensation management

- Job analysis

- Employees\' routine working is now being monitored through computers electronically; this trend has affected the Performance Appraisal (PA) system in which of the following manner?
  - Development of PA on more frequent basis
  - Enhanced importance of PA for employees
  - PA have became more accurate & efficient one
  - **Human involvement is completely removed**
- By what means, organizations show concerns for their employees and earn their commitment?
  - Solely ensuring job security of employees
  - **Provide career development opportunities**
  - Promise after retirement incentives only
  - Offer stock options limited to senior employees
- The frequency of conducting the performance appraisal depends on:
  - Environmental challenges
  - Training sessions
  - Job analysis
  - **Organizational policies**
- Evaluation method generally adopted by most of the educational institutes to evaluate the students' academic performance is:
  - **Project based method**
  - Focal point method
  - Anniversary method
  - Base timings method
- Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?
  - Scientific approach
  - Rational approach
  - **Human relations approach**
  - **Systematic approach**
- Which of the following signifies a term "Task" as a component of an organization?
  - Organizational HR
  - Organizational hierarchy
  - **Mechanical process**
  - Existence purpose
- Which of the following abilities are categorized as the Technical skill of an individual?
  - Judgment & creativity
  - Analysis & communication

  - **Knowledge & proficiency**
  - Innovation & advancement
- Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:
  - Equal employment opportunity
  - **Affirmative action**
  - HR planning
  - Litigation process
- The cognitive component consists of a person's:
  - Emotions
- _____ are citizens of the country in which the multinational company has its headquarters.
  - Home-country nationals
  - Host-country nationals
- Neither an organization nor any organizational member can provide the employee database information to any person/organization without the permission of the concerned employee. This restriction is supported by:
  - Employment at will
  - Discrimination law
  - **Rights to privacy**
  - Labor law
- Communication in which information flows from the top of the organizational management hierarchy to the employees telling them what is the mission and what are the policies of the organization is known as:
  - Diagonal communication
  - Horizontal communication
  - Upward communication
  - **Downward communication**
- All of the following would be considered as sources of conflicts, EXCEPT:
  - Goal incompatibility
  - Different values and beliefs
  - Lack of resources and finances
  - **Strengthened team dynamics**
- The labor union of \'SAGA Trading Pvt Ltd\' is demanding company to buy resources from their settled place. Company didn't bother about raising such issue by the union, as the issue comes under:
  - Labor issues
  - Mandatory issues
  - Permissive issues

- **Prohibited issues**

- According to which of the following view, \"conflict should be encouraged and managed\"?
  - Traditional View
  - **Human Relations View**
  - Interactionist View
  - Behavioral view
- Asif has punished his subordinate for the reason that he had refused to drop Asif\'s children at school. What type of power Asif practiced over his subordinate?
  - Referent power
  - Social power
  - **Personal power**
- Asif has punished his subordinate for the reason that he had refused to drop Asif\'s children at school. What type of power Asif practiced over his subordinate?
  - Charismatic power
- If being a manager you have the power to dismiss, suspend or demote your subordinates, you are said to have which of the following power?
  - Charismatic power
  - Referent power
  - Coercive power
  - **Legitimate power**
- Performance measures include all of the following, EXCEPT:
  - Individual’s productivity
  - Team\'s productivity
  - Departmental productivity
  - **Market productivity**
- Which of the following is NOT included in time-off benefits?
  - **On-the-job breaks**
  - Annual holidays
  - Flexi time
  - Paid leaves
- For which of the following reason, organizations consider employee benefits important?
  - To attract new blood in the organizations
  - To retain the valuable employees
  - To create good reputation in the market
  - **All of the given option**
- Which of the following is NOT included in direct financial payments?
  - Wages

  - Insurance
  - Commissions
  - **Incentive**

- When an employee's performance is so poor that a written warning is required, that warning should:
  - Identify the standards by which the employee is judged
  - Contain examples of employees who met the standards
  - Provide previous examples when employee met the standards
  - **Be sent to the employee in question and to the superior manager**
- If a supervisor wants to criticize his subordinate in an appraisal interview, it is best to:
  - **Hold meeting with other people to diffuse the negative situation**
  - Provide examples of critical incidents by that employee
  - Acknowledge personal biases with the employee
  - Scold the employee on excuses for poor performance
- Which of the following depicts today\'s major barrier to career advancement of the working ladies?
  - Top management is usually male oriented
  - Lack of educational opportunities for women
  - Common perception that woman can never be a better boss
  - **Difficulty in balancing the work and family life**
- \'Job description\' provides which of the following information?
  - Working conditions prevailing in an organization
  - **Set of KSA required to perform a job**
  - Level of experience mandatory for a particular job
  - Individual's general attitude that affects the job performance
- Background and reference checks are made by HR department while hiring employees to:
  - Evaluate employee's capability
  - Meet requirements of federal law
  - Check employee's communication network
  - **Check authenticity of provided information**
- Hamid immediately left the organization for personal reasons during the office hours without informing his manager. Manager should take notice of it because:
  - It is his responsibility to remain informed about employees' problems
  - It is a disciplinary problem that requires immediate action
  - It is about assigning Hamid's work to some other employee before leaving
  - **It is his responsibility to keep record of enter & exit of employees during office hours**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- Occupational health & safety refers to which of the following dimensions of a workforce that result from the work environment provided by the organization?
  - Physical & physiological
  - Physiological & Mycological
  - Chronological & psychological
  - **Physiological & psychological**
- Which of the following pay category depicts the increase in salary, the firm awards to an individual employee based on his or her individual performance?
  - Merit pay
- Which of the following pay category depicts the increase in salary, the firm awards to an individual employee based on his or her individual performance?
  - Variable pay
  - **Piecework pay**
  - Job-based pay
- Rewards offered to individuals serving at the managerial positions on monthly basis are termed as:
  - Commission
  - **Salary**
  - **Wage**
  - Bonus
- Who is responsible for hiring the wrong person for the particular job?
  - **HR manager**
  - Regional manager
  - Regional head
  - CEO
- Which of the following Management functions are applicable w.r.t HRM?
  - **Planning, organizing, leading & controlling**
  - Planning & organizing only
  - Leading & controlling only
  - None of the management functions applied
- What are the different dimensions of stress? List & discuss them in detail. Appraisal of a worker's performance can be described as:
  - Planning Activity
  - Organizing Activity
  - **Controlling Activity**
  - Leading Activity
- Hawthorne studies depict the effects of work environment on:
  - **Human Behavior**
  - Human Performance

  - Human Satisfaction
  - All the given options
- Process of working with different resources to accomplish organizational goals is known as:
  - Strategic management
  - Human Resource management
- Process of working with different resources to accomplish organizational goals is known as:
  - **Management**
  - Team work
- The concept of how a person behaves in a group can be attributed to:
  - Thermodynamics
  - **Group Dynamics**
  - MBO (Management by objectives)
  - Group Behavior
- The study of Organizational Behavior is closely related to:
  - Human Psychology
  - Human Behavior in general
  - **Human Behavior at work**
  - Human-Machine Interaction
- Essential component of an organization is:
  - Team
  - **Structure**
  - Individual
  - None of the given options
- The whole is greater than the sum of its parts is known as:
  - Efficiency
  - Effectiveness
  - Productivity
  - **Synergy**
- Virtual teams can contribute to better coordination among the team members because:
  - **Technology brings them together on a forum.**
  - Team members meet physically with each other
  - Team members share views among themselves via communication links.
  - Team members have the real time environment for interaction.
- Setting standards should be left to the employee rather than organization leads to self controlling because:
  - It follows the management by objective approach.

  - It increases the productivity of the worker
  - It increases the confidence of workers
- Setting standards should be left to the employee rather than organization leads to self controlling because:
  - **Workers come up to the high standard since they have no pressure from his superiors.**
- Which one is not basic component of OB (Organizational Behavior) Model?
  - Organization
  - Group
  - **Team**
  - ndividual
- Which of the following defines the process of \'Recruitment\'?
  - Forecasting the demand of human resources
  - Forecasting the supply of human resources
  - **Discovering potential job candidates for a particular position**
  - Making a “hire” or “no hire” decisions
- The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:
  - Application ratio
  - Recruitment ratio
  - **Selection ratio**
  - Employment ratio
- The extent to which an employment selection test provides consistent results is known as
  - **Reliability**
  - Dependability
  - **Consistency**
  - Trustworthiness
- Which of the following test indicates the person’s inclination towards a particular occupation that provides satisfaction to that individual?
  - **Vocational interest test**
  - Cognitive aptitude test
  - Personality test
  - psychomotor abilities test
- All of the following areas are covered in an employee orientation program, EXCEPT:
  - Organizational history
  - Employee benefits
  - Organizational issues
  - **Organizational politics**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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## SHINING STAR ($$)

- Which of the following term reflects the process of preparing organizational people according to the future needs?
    - Learning
    - **Training**
    - Development
    - Need analysis
- Which of the following term best represents the individuals who have interests in an organization and are influenced by it?
    - Workforce
    - **Stakeholders**
    - Customers
    - Stockholders
- Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:
    - **Rightsizing**
    - Affirmative action
    - Downsizing
    - Discrimination
- "Self-motivated & result oriented individuals with sound knowledge of combined cycle gas turbine power plant operations and practical experience of mechanical, electrical and I&C maintenance of plant." This section of job advertisement represents which of the given term?
    - Job analysis
    - Job description
    - **Job specification**
    - Job evaluation
- Which of the following statement represents \"effectiveness\"?
    - Achieve most output in less time
    - Achieve mass production
    - Achieve most output with least input
    - **Achieve organizational goals**
- How hesitation among newly hired employees can be eliminated through socialization within an organization?
    - **Socialization**: In order to reduce the anxiety that new employees may experience, attempts should be made to integrate the person into the informal organization.

      HRM department can conduct the orientation in order to socialize the newly hired employees with the working environment of the organization.

HRM plays
a major role in new employee orientation-the role of coordination, which ensures that the
appropriate components are in place. In addition HRM also serves as a participant in
program. As job offers are made and accepted, HRM should instruct the new employee
when to report to work. However, before the employee formally arrives, HRM must be
prepared to handle some of the more routine needs of these individuals

- With the emergence of Information Technology (IT), organizations are needed to perform which of the following activity in response to this new technological trend?
  - Job evaluation
  - Job specification
  - Job description
  - **Job analysis**
- Which of the following is said to be the main focus of Organization Behavior?
  - How to become more effective in society
  - **How to best utilize human resource**
  - How to become environmental friendly
  - How to become a market leader
- \'Job specification\' is said to be an outcome of which of the given term?
  - **Job analysis**
  - Job title
  - Job evaluation
  - Job worth
- Technically HRIS is a/an:
  - **System software**
  - System hardware
  - Database system
  - Operating system
- HRIS is used to facilitate the decisions related to:
  - Overall organization
  - **Employment planning**
  - Sales forecasting
  - Resource allocation
- HR department maintains _____ records.
  - **Employee**
  - Sales

- Prodction
- Inventory

- Why organizational goals should be measurable?
  - Ensure goal ambiguity
  - **Ensure goal attainment**
  - Put high effort
  - Encourage employee participation
- Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?
  - **Trade unions**
- Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?
  - Human relation movement
  - Employment legislations
  - None of the given options
- Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?
  - **Negotiator**
  - Spokesperson
  - Disseminator
  - Entrepreneur
- Organization is said to be an open system, because:
  - **It operates within an environment**
  - It operates in isolation
  - Its activities are random
  - Its activities are independent
- How often HR planning process is implemented within an organization?
  - **Continuously**
  - Annually
  - Bi-annually
  - Quarterly
- Why organizations provide attractive salaries, fringe benefits, career development opportunities and respect to their employees?
  - **To retain valuable human resource**
  - To be the market leader in the future
  - To attract more and more people
  - To enforce government regulations
- An organization posts advertisement in the news paper as: “Approximate Gross salary is Rs. 24,000/ per month. In addition to above salary the candidate on appointment will

also be entitled for other attractive benefits/facilities like pick and drop, indoor medical facility, housing subsidy etc". This represents:

  - **The organization's policy for attracting more potential candidates**
  - The organization is creating its positive image in the market
  - The organization is clearly defining the job position
  - The organization's policy to retain valuable employees

- People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:
  - Information collector roles
  - **Task oriented roles**
- People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:
  - Relationship oriented roles
  - Individual roles
- Organizations started emphasizing on making rules and regulations during:
  - Mechanistic period
  - **Legalistic period**
  - Catalytic period
  - Strategic period
- \'Career counseling\' is part of which of the following functions of HRM?
  - Compensation & benefits
  - Planning & selection
  - **Training & development**
  - Maintainence of HRIS
- Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?
  - Power
  - Influence
  - **Authority**
  - Command
- What comes prior to environmental scanning of an organization?
  - **Determining organizational mission**
  - Monitoring the action plans
  - Developing budgets for plans
  - None of the given options
- What measure should be needed to ensure effective recruitment?
  - **Keep pool of large size to get best out of it**
  - Address personnel needs of applicants
  - Meet economies of scale for an organization

- Clearly understand organizational goals

- Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?
  - Cognitive aptitude test
  - Job knowledge test
  - Vocational interest test

- Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?
  - **Psychomotor abilities test**

- Which of the following source can be used to ensure the authentication of the information provided by the job applicant?
  - **Reference check**
  - Criminal record
  - Application form
  - Credit history

- Background investigations and reference checks are considered to verify candidate's _____ .
  - Age
  - Marital status
  - **Credentials**
  - Gender

- Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to this restriction, McDonalds made local hiring for its subsidiaries in these regions. Which hiring approach they have adopted in response to this limitation?
  - Parent-country national
  - **Host-country national**
  - Third-country national
  - Headquarter national

- Decision regarding the delivery medium for training is made prior to which of the following step?
  - **Evaluating the training program**
  - **Designing the contents of training to be delivered**
  - Identifying whether the training is required or not
  - Conducting need assessment to identify issues

- HRM is said to be effective when _____ is achieved.
  - Minimization of wastage
  - Cohesive work environment
  - **Customer satisfaction**
  - Large market share

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- \"Effectiveness\" is represented by:
  - Doing things before time
  - **Doing right things right**
  - Doing things in minimum time
  - Doing things with minimum resourceson the below links to view - Old Papers/Past Papers and other Helping materials

- Which of the following defines the levels of authority to perform the assigned tasks?
  - Labor union
  - Competitor\'s threat
  - **Organizational structure**
  - Pressure group
- The actions of people at work place are studied under which of the following discipline?
  - Psychology
  - **Organizational behavior**
  - Sociology
  - Anthropology
- Job specification is a statement that represents:
  - Required skills
  - Specific qualification
  - Personality traits
  - **All of the given options**
- Which of the following is served as criteria for declaring a particular job as worth-full?
  - Physical motion
  - **Significance of task**
  - Mental stress
  - Long working hours
- The thorough & detailed study regarding jobs within an organization is termed as:
  - **Job analysis**
  - Job description
  - Job specification
  - Job evaluation
- The three most important job-related attitudes are:
  - Job involvement, organizational commitment and job enrichment
  - Job satisfaction, job orientation and organizational commitment
  - **Job satisfaction, job involvement and organizational commitment**
  - Job satisfaction, job enlargement and organizational behavior
- Which of the following term describes the unique combination of psychological traits that describes a person’s behaviors?
  - Perception

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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SHINING STAR ($$)

- Which of the following term describes the unique combination of psychological traits that describes a person's behaviors?
  - **Personality**
  - Attitude
  - Ability
- Successful managers are:
  - **Efficient & effective**
  - Goal achievers
  - Strict to employees
  - Policy makers
- Which of the following is an online recruitment method engaged in by a single employer or group of employers to attract a large number of applicants?
  - Job fairs
  - Recent grads
  - Internship programs
  - **Recruiting sites**
- Which of the given statement reflects the Relationship between HRM & Management?
  - Both are same
  - Management is one aspect of HRM
  - **HRM is one aspect of Management**
  - No relationship exists
- Entrepreneurs are said to perform the:
  - Interpersonal role
  - Informational role
  - Supportive role
  - **Decisional role**
- Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?
  - Counseling simulations
  - Vocational interest test
  - Role playing
  - **Employment interview**
- Which of the following department is responsible for handling safety & health issues of employees?
  - **HR department**
  - Procurement department
- Which of the following department is responsible for handling safety & health issues of employees?
  - Finance department

  - Marketing department
- Organizations started giving more focus on the quality of work life (QWL) during:
  - 1960-70
  - 1970-80
  - 1980-90
  - **1990-2000**
- Which of the following information is NOT collected through observation method while conducting job analysis?
  - **Who is monitoring the task?**
  - What task has done?
  - How task has done?
  - How long a task has taken to complete?
- Which of the following is a test validation method that determines whether a test measures certain traits that are important in performing a job or not?
  - Concept validity
  - Criterion validity
  - **Construct validity**
  - Content validity
- Which of the following department of an organization performs the managerial function of matching organizational needs with the skills & abilities of the employees?
  - Finance department
  - Marketing department
  - Production department
  - **Human Resource department**
- Which of the following act represents a situation in which employment decisions are NOT affected by illegal discrimination?
  - **Fair employment**
  - Legal compliance
  - Litigation process
- Which of the following act represents a situation in which employment decisions are NOT affected by illegal discrimination?
  - Affirmative action
- If in a country women advocates are not encouraged to be appointed as high court judges; which of the following constraint applies in this situation?
  - Grievance practices
  - **Equal employment opportunity**
  - Glass ceiling effect
  - Reverse discrimination
- This section of job advertisement represents which of the following term?

- Job analysis
- Job description
- Job specification
- **Job summary**

- Goal setting is:.....
  - Top down process
  - Bottom up process
  - **A process of top down support and bottom up development**
  - A function of senior management
- Which of the following statement reflects the \'Age Discrimination Act\' for workers?
  - **At the age of 40 to 70, workers can not be retired by force**
  - At the age below 18, workers can never be hired
  - Having 10 years of experience, workers should be promoted
  - Workers can never be rehired if retired once
- _____ is an obligation to perform certain tasks/activities.
  - Duty
  - **Responsibility**
  - Position
  - Work
- If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.
  - Performance
  - Gaps
  - **Effectiveness**
  - Discrepancies
- Studying organizational behavior helps managers:
  - To see the value of workforce diversity
  - To analyze the efficiency of organization
  - To analyze the efficiency of organization
  - **To become more effective in society**
- Which of the given term is used to represent the segments of jobs held by an individual throughout his/her life time?
  - Responsibility
  - **Career**
  - Occupation
  - Position
- Which of the following is a stated outcome of \'Job Analysis\'?
  - Job description
  - Job specification

- Job evaluation
- **All of the given options**

- Which of the following is MOST important to manage workforce diversity?
  - Lower cohesiveness
  - Support group
  - **Top-level commitment**
  - Resistance to change
- Graphic rating scales are subjected to all of the following problems, EXCEPT:
  - Halo effects
  - **Complexity**
  - Central tendency
  - Leniency
- Which of the following is responsible for implementing the developed strategies?
  - **Human resource**
  - Physical resource
  - Rules & policies
  - Installed equipment
- In which of the following area organizations are legally bound to maintain consistency in HR policies?
  - Compensation system
- In which of the following area organizations are legally bound to maintain consistency in HR policies?
  - Training & development
  - Safety measures
  - **None of the given options**
- How can companies provide career counseling, development advice, and therapy for employees seeking to grow in their careers?
  - **Provide career coaches**
  - Encourage role reversal
  - Establish a corporate campus
  - Offer online career centers
- Which ONE of the following is not a part of Human Resource Development?
  - Training
  - **Education**
  - Development
  - Rewards
- What type of screening mode is used to reduce absenteeism and establish a baseline for future insurance claims?

  - **Physical examinations**
  - Personality tests
  - Polygraph tests
  - Substance abuse screening
- Which of the following is part of the organization's role in an employee's career development?
  - **Communicating the mission, policies, and procedures**
  - Providing timely performance feedback
  - **Participating in career development discussions**
  - Seeking out career information
- Which of the following term is said to be a part of Organizational Structure?
  - Goal attainment
  - **Hierarchy level**
  - Performance standards
  - Supporting staff
- Which performance appraisal technique lists traits and a range of performance?
  - Alternation ranking
  - **Graphic rating scale**
- Following activities are the part of marketing process EXCEPT which of the following?
  - Analyzing marketing opportunities
  - Selecting target markets
  - **Developing the business portfolio**
  - Managing the marketing effort
- Technical personnel who help in developing the specifications and evaluate alternative products for possible use refers to which of the following?
  - **Users**
  - Influencers
  - Buyers
  - Deciders
- The world is ___ rapidly with the advent of faster communications, transportation, and financial flows.
  - Expanding
  - Exploding
  - **Shrinking**
  - None of the above
- The process of shaping and refining potential product ideas refers to which one of the following options?
  - **Prototype development**
  - Concept development

  - Test marketing
  - Idea screening
- What is the initial stage in the development of an advertising campaign?
  - Setting the budget for advertising
  - **Identifying and analyzing the target audience**
  - Defining the advertising objectives
  - Creating the advertising platform
- Which performance appraisal technique lists traits and a range of performance?
  - Management By Objective
  - Paired comparison
- HRIS helps managers to perform _____ more effectively & systematically.
  - Management functions
  - Controlling functions
  - Planning functions
  - **HR functions**
- Who distinguished between intrinsic motivation and extrinsic motivation?
  - Frederick Taylor
  - Frederick Herzberg
  - David McClelland
  - **Edward Deci**
- In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?
  - Chief executive officer
  - **Chief safety officer**
  - Occupational safety and health officer
  - Chief operations officer
- Which of the following personality characteristics are associated with people who are likely to exhibit violent behavior on the job?
  - **Neurotic**
  - Optimistic
  - Extraverted
  - Type A
- . Which of these suggestions is an effective way to deal with stress?
  - Meditation
  - Exercise
  - Talking with others
  - **All of the given options**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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SHINING STAR ($$)

- Which of the following is categorized as an indirect payment portion of employee compensation?
  - Wages
  - Salaries
  - **Employer-paid insurance**
- Which of the following is categorized as an indirect payment portion of employee compensation?
  - Commissions
- Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?
  - Family relationships
  - Work performance
  - Your attention to safety
  - **All of the given options**
- Unemployment benefits are typically about _____ percent of a person\'s earnings and last for_____.
  - **50; 26 weeks**
  - 75; 1 year
  - 100; 2 years
  - 25; 4 weeks
- Unsafe acts can be reduced through all of the following methods except:
  - **Job rotation**
  - Screening
  - Training
  - Incentive programs
- Which of these is the most common type of retirement plan?
  - **Defined benefit**
  - ERISA
  - Defined contribution
  - Money purchase plan
- Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg’s Two-Factor theory?
  - Pay increases are a powerful long-term motivator
  - **Inadequate monetary rewards are a powerful dissatisfier**
  - Monetary rewards are more important than non-monetary rewards
  - Pay can never be used as a motivator
- Which pattern of communication is the quickest way to send a message?
  - The circle
  - The chain

- The Y
- **The wheel**

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- Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?
  - An unhappy marriage
  - Ongoing money problems
  - Dissatisfaction with a job
  - **All of the given options**
- . The relative position of an organization\'s pay incentives compared to other companies in the same industry is known as:
  - Pay structure
  - Pay appraisal
  - **Pay level**
  - Pay feedback
- Poor quality lateral communication will result in which of the following?
  - Lack of direction
  - **Lack of coordination**
  - Lack of delegation
  - Lack of control
- Which of the following is a health hazard in the work place?
  - Uncollected waste paper
  - Heavy object
  - Frayed crypt
  - **All of the given options**
- Workers\' compensation benefits fall into all of these major categories except:
  - Medical care
  - **Retirement benefits**
  - Disability income
  - Death benefits
- Expectancy theory focuses on the relationships between which three factors?
  - Needs, effort and persistence
  - Needs, performance and inputs
  - Inputs, performance and outcomes
  - **Needs, performance and outcomes**
- A horizontal extension of the object to increase task variety is called:
  - Job evaluation
- A horizontal extension of the object to increase task variety is called:

  - Job enrichment
  - **Job enlargement**
  - Job rotation
- Communication between two members of a project team from different function, but the same level of authority is _____ communication.
  - UP ward
  - Downward
  - **Lateral**
  - Diagonal
- All of the following are External Environmental Factors except ?
  - Legal Considerations
  - The Labor Force
  - Customers
  - **Corporate Culture**
- The people who perform tasks in a wide variety of human resource-related areas are called?
  - HR Executives
  - **HR Generalists**
  - HR Specialist
  - All of the given options
- A strategy intended to achieve fair employment by urging employers to hire certain groups of people who were discriminated against in the past is known as?
  - Fair employment
  - Equal Employment Opportunity (EEO)
  - **Affirmative action**
  - Employment discrimination
- Generally, the goal setting is a ?
  - Top down process
  - Bottom up process
  - **Process of top down support and bottom up development**
  - Function of senior management
- Following are the reasons for conducting job analysis except?
  - Staffing workers
  - **Observing workers**
- Following are the reasons for conducting job analysis except?
  - Training and Development
  - Legal Considerations
- The method that uses the organization?s current level of employment as the starting point for determining future staffing needs is ?

- **Zero Based Forecasting**
- Bottom-Up Approach
- Forecasting Human Resource Availability
- None of the given options

- What specific activities listed below are part of the organizing function?
  - **Giving each subordinate a specific task**
  - Recruiting prospective employees
  - Training and developing employees
  - Developing rules and procedures
- _____ are authorized to direct the work of subordinates?
  - Staff managers
  - **Line managers**
  - Leaders
  - Advisory board members
- What tactic will employers likely have to take to fill openings left by retiring employees?
  - Instituting flexible work hours
  - Providing elder care
  - Hiring more women
  - **Rehiring retirees**
- Following are the basic principles or conditions that facilitate learning except?
  - Participation
  - Relevance
  - Feedback
  - **Education**
- Career Development is:?
  - **A formal approach taken by an organization to help its people acquire the skills and experiences needed to perform current and future jobs.**
  - An employee?s progresses vertically upward in the organization from one specific job to the next.
  - Both a vertical sequence of jobs and a series of horizontal opportunities
- Career Development is:?
  - Self-understanding for future jobs. Then, the person is in a position to establish realistic goals and determine how to achieve these goals.
- Training instruction for a small group, which employs such techniques as role-playing or simulation etc. and encounters give and take sessions and problem-solving techniques is called:?
  - Career counseling
  - **Workshop**

- Development Plan
- On the job training

- Barriers to career advancement include:?
  - Lack of time
  - Rigid job specifications
  - Short-term focus
  - **All of the given options**
- The basic skills possessed by the individual that are required to give certain performance are termed as:?
  - **Ability**
  - Motivation
  - Experience
  - Performance
- Using the _____ approach, managers evaluate organizational effectiveness?
  - External resource
  - **Internal systems**
  - Technical
  - Systems
- Without proper feedback about an employee?s effort and its effect on performance, we run the risk of decreasing his/ her _____?
  - Salary
  - Experience
  - **Motivation**
  - Performance appraisal
- _____ is the process whereby union members vote out their union as their representative?
  - Authorization card
  - Representation certification
  - **Representation decertification**
  - Trade union election
- We can define ____ as activities people perform to acquire, enhance, and use power and other resources to obtain their preferred outcomes in a situation of uncertainty or disagreement?
  - **Organizational politics**
  - Executing authority
  - Collective bargaining
  - Position power
- Protection from discrimination, safe working conditions and union formulation are _____ rights, provided to employees?

  - Contractual
  - Individual
  - **Statutory**
  - Organizational

- A situation in labor ? management negotiation whereby management prevents union members from returning to work is called _____?
  - Grievance
  - Strike
  - Arbitration
  - **Lockout**
- The first formal stage of the disciplinary procedure is?
  - Written Verbal Warning
  - **Written Warning**
  - Suspension
  - Dismissal
- The _____ leadership is a set of abilities that allows the leader to recognize the need for change, to create a vision to guide that change, and to execute that change effectively?
  - **Transformational**
  - Charismatic
  - Autocratic
  - Transactional
- Following the ____, discipline should be immediate, provide ample warning, be consistent, and be impersonal?
  - Disciplinary rules
  - Corrective action
  - Punitive action
  - **Hot-stove rule**
- Over the past 25 years, all of these areas of legal environment have influenced HRM except: ?
  - Equal employment opportunity legislation
- Over the past 25 years, all of these areas of legal environment have influenced HRM except: ?
  - Employees pay and benefits
  - **Employee competition legislation**
  - Job security
- Ahmed has provided the personal contact numbers of his subordinates to one of his friend who is working as an insurance agent in a private insurance firm, to help him in achieving his monthly sales target. This practice is:
  - Clear violation of labor laws

  - Implementation of discrimination law
  - **Prohibited by the privacy rights**
  - Violation of employment at will
- All of the following are reasons of conflicts in an organization, EXCEPT:
  - Everyone competing for scarce resources
  - **Interactionist view about employees**
  - Poor coordination among employees
  - Stereotypical views about employees
- Which of the following is an incentive plan that rewards employees for exceeding a predetermined goal by sharing the extra profits?
  - Scanlon plan
  - Piece-work plan
  - **Gainsharing plan**
  - Variable pay plan
- Which one of the following does NOT categorized as \'pay-for-performance\' program?
  - **Piecework plan**
  - Scanlon plan
  - Gainsharing plan
  - Profit sharing plan
- An employee’s compensation usually comprises of:
  - High monetary rewards
  - Quality rewards requested by employees
  - Benefits like medical & transport allowances
  - **Financial & non-financial rewards**
- Which of the following is most popular technique for appraising employee performance?
  - Alternation ranking
  - Graphic rating scale
- Which of the following is most popular technique for appraising employee performance?
  - **Management by objective**
  - Paired comparison
- Which is the best time or occasion to discuss career-related issues with an employee?
  - Weekly staff meeting
  - Social lunch
  - **Employee’s annual appraisal**
  - Career success team meeting
- The basis for promotion will typically be competence rather than seniority when:
  - Team cohesiveness is important
  - **Company is promoting competition**

  - Union agreements are involved
  - Organization is Legaly bound by government
- Which of the following is the utmost preference of an organization while selecting a training and development program?
  - **Ensure the cost effectiveness of the training session**
  - Expert & professional trainers should be hired
  - Training should be provided to all the employees
  - Maximum training mediums should be used
- The re-arrangement of organizational structure & change in organizational culture is accomplished during:
  - Task analysis
  - Organizational analysis
  - Person analysis
  - **Management analysis**
- Which of the following is a goal-directed summary of a person\'s experience, education and training developed for use in the selection process?
  - **Curriculum vitae**
  - Educational record
  - Career goal
  - Interview questioning
- As an HR manager, what should be your main focus while recruitment?
  - The potential candidate must posses interpersonal and analytical skills
  - The potential candidate should be very confident and sharp
  - The potential candidate must be attractive enough to fit in the position
- As an HR manager, what should be your main focus while recruitment?
  - **The potential candidate should match the requirements of the job**
- What could be the main consideration of an HR manager during recruitment?
  - Outsource the employee selection to recruiting agencies
  - Screen the pool of appropriate applicants
  - **Attract a large number of applicants**
  - Only hire the experienced candidates
- Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:
  - **Labor market**
  - Employment market
  - Employee market
  - Job market
- The best way of reducing the problems of leniency or strictness in performance appraisals is to:

- Rank employees
- **Train supervisors to avoid it**
- Impose a distribution for performance
- Consider the purpose of the appraisal

- Which of the following problem occurs when supervisors tend to rate all their subordinates consistently low?
  - Central tendency
  - Leniency
  - **Strictness**
  - Halo effect
- Which of the following performance appraisal method is usually adopted for evaluating performance at managerial positions?
  - Management by objective
  - Critical incident
  - **Paired comparison**
  - Essay method
- In which method supervisor keeps a log of positive and negative examples of a subordinate's work-related behavior?
  - Management by objective
  - Comparison method
  - Essay method
  - **Critical incident method**

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- When supervisors are indulged in identifying the subordinates' performance deficiencies & provide suggestions for improvements , the process is said to be:
  - **Strategic performance appraisal**
  - Organizational development
  - Upward feedback
  - Downward feedback
- Grouping of different jobs having similar job responsibilities & duties is called:
  - Classes
  - **Grades**
  - Scales
  - Roles
- According to which of the following method, each job is assigned to a particular grade/category depending on the type of jobs, the organizations required?
  - Ranking method
  - **Classification method**

- Factor comparison method
- Point factor method

- Which of the following step is MOST important in creating job-fit?
  - **An effective selection process**
  - Promotion and transfer of existing employees
  - Training of employees
  - Competitive compensation packages
- Organization has legitimacy and rationale configuration that is why it is said to be a/an:
  - **Formal organization**
  - Informal organization
  - Virtual organization
  - xLearning organization
- Company consults its legal advisor for some legal assistance, what sort of power that legal advisor will practice?
  - The legal advisor will practice the following power:
    **Expertise**: It is a type of power which is possessed by a person due to personal expertise and knowledge.
    Using his expertise and knowledge advisor will provide legal assistance to the company and help them to get rid of their problems.

- Identify the measures that should be taken to make the performance appraisal system of an organization more effective.?
  - **: Effective Performance Appraisal**:
    In order to make performance appraisal more effective the following measures should be taken:
    1. **Providing training to appraiser**: Before starting the appraisal it is important that the appraiser must be trained well so
    that he/she does not commit the common mistakes of performance appraisal.
    2. **Ensuring mistakes are not made during appraisal**: An effective appraisal system is free of errors
    and appraiser carries appraisal well.
    3. **Proper methods are used**: A proper method to carry performance appraisal should be adopted to make it effective.
    4. **Clear objectives**: It should be clear in appraiser's mind that what should be evaluated
    and for what reason he/she is being evaluated.

- Being a manager how can you make the performance appraisal system of your organization legally defensible?
  - A manager can make the performance appraisal system of the organization legally defensible by giving the organization a good working environment.
    A manager must plan some training sessions for the appraisal system, he

should be sure that the who is getting training don't make mistake while appraising, Proper methods for the appraising should be conducted.The objective of the company should be clearly defined during the appraisal system.

- Which of the following terms correctly represents different types of managers?
  - Tactical, operational, functional
  - **Tactical. operational, strategic**
- Which of the following terms correctly represents different types of managers?
  - Executive, CEO, director
  - Dimensional, functional, strategic
- Rewards that employees receive as a result of their employment and position rather than performance in the organization are refered to:
  - Variable pay
  - Benefits
  - **Salary**
  - Bonuses
- Which of the following term is used for choosing the individual that is best suited to a particular position and to the organization from a group of potential applicants?
  - Recruitment
  - **Selection**
  - Staffing
  - Enrollment
- Employee's inability to complete the assigned tasks within the deadline may leads to:
  - Decline in his salary only
  - Increased work burden
  - Employee demotion only
  - **Disciplinary action against him**
- The inner drive that directs a person's behavior towards goal attainment is known as:
  - Performance
  - **Motivation**
  - Need
  - Attitude
- The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:
  - **Physical examination**
  - Personality test
  - Polygraph test
  - Substance abuse
- Which of the following skills are required most by the Top-level managers?

  - Technical skills
  - Interpersonal skills
  - **Conceptual skills**

- Which of the following skills are required most by the Top-level managers?
  - All of the given options
- Which of the following stage of training module identifies the mediums of training?
  - **Designing phase of training**
  - Training Need Analysis
  - Determining training objectives
  - Training evaluation
- HR managers who are close & answerable to top management/CEO, and perform one or more HR functions are titled as;
  - HR specialists
  - Functional managers
  - HR generalists
  - **HR executives**
- Unilever is serving all around the world with its diversified products, it is said to be practicing:
  - Technological advancements
  - Rapid changes
  - Stakeholders\' management
  - **Business globalization**
- Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:
  - Technical skills
  - Interpersonal skills
  - **Conceptual skills**
  - Practical skills
- Resources are allocated & assigned while:
  - **Planning & Organizing**
  - Leading & Controlling
  - Organizing & Controlling
  - Controlling & Planning
- Which of the following had gained importance during 1970s to save the organizations from courts?
  - Trade unions
  - Human relation movement
  - Employment legislations
  - **None of the given options**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- HR department became the main force behind all changes during:
  - **Mechanistic period**
  - Catalytic period
  - Organistic period
  - Strategic period
- For which of the following employees\' participation plays a vital role?
  - Enhance goals\' complexity
  - Develop tools for measurable goals
  - Redefine goals frequently
  - **Ensure goals attainment**
- By retrieving required information timely, organizations are in the position to:
  - Take critical decisions
  - Support organizational activities
  - Facilitate organizational people
  - **Implement strategies more efficiently**
- The thorough & detailed study regarding jobs within an organization is termed as:
  - **Job analysis**
  - Job description
  - Job specification
  - Job evaluation
- Which of the following condition stimulates the need of Job analysis within an organization?
  - Creation of New jobs
  - Prior to job specification
  - While modifying existing jobs
  - **All of the given options**
- The set of tasks & duties assigned to a particular person is said to be his/her:
  - Position
  - **Duty**
  - Responsibility
  - Work
- In order to ensure better compensation & salary packages for employees, organization should develop:
  - Job description
- In order to ensure better compensation & salary packages for employees, organization should develop:
  - Job specification
  - Job evaluation
  - **All of the given options**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- Jamal Enterprises\' top management refused to consider its female marketing manager for the post of Vice President. This action of the company is representing which of the following?
    - Gender discrimination
    - Legal consideration
    - Reverse discrimination
    - **Glass ceiling effect**
- According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?
    - Civil rights
    - **Equal pay**
    - Worker compensation
    - Age discrimination
- In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali?
    - Reliable test
    - Content-valid test
    - Face-valid test
    - **Construct-valid test**
- Which of the following term is used to study the collective behavior of individuals within an organization?
    - Organizational culture
    - Organizational norms
    - **Organizational behavior**
    - Organizational rules
- Which is NOT a weakness of group decision-making?
    - Group decisions are time-consuming
    - **Groups enhance creativity through diverse views**
    - Group members suffer from ambiguous responsibilities
    - Groups can be dominated by one or a few members
- Managers who are indulged in establishing policies & procedures are fall under which category?
    - Staff
    - **Line**
- Managers who are indulged in establishing policies & procedures are fall under which category?
    - Functional

- Operational

- Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information?
  - Monitor
  - Liaison
  - **Disseminator**
  - Figurehead
- Being a Figurehead, manager has to perform which of the following role?
  - Informational roles
  - Decisional roles
  - **Interpersonal roles**
  - Sequential roles
- How many levels of management are in a traditional organization?
  - 5
  - **3**
  - 8
  - 4
- The ability to think about abstract & complex situations is refered to as:
  - Mechanical skill
  - Technical skill
  - Interpersonal skill
  - **Conceptual skill**
- Controlling is mandatory to:
  - Large organizations
  - Small & medium enterprises
  - **All of the given options**
  - Private organizations
- \"Management\" is concerned with the administration of:
  - Human resource
  - Financial resource
  - Physical resource
- \"Management\" is concerned with the administration of:
  - **All of the given options**
- A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:
  - Cooperative work
  - Student placement

  - **Internship program**
  - Student leasing
- Achievable & quality performance standards can be set with the help of accurate:
  - **Job analysis**
  - Job description
  - Job specification
  - Job evaluation
- Which of the following is the main focus of Organizational Behavior?
  - Society
  - Stockholders
  - **People at work**
  - Union
- Explain the following terms:
  **Personality**
  **Perception**
  **Attitude**
  **Values**
  **Ethics**

  - **PERSONALITY**: Personality is a combination of psychological traits that describes a person.

    **PERCEPTION**: Perception is the mental process to pay attention selectively to some stimuli in the environment.

    **ATTITUDE**: Attitude comprises of feelings, beliefs and behaviors.

    **VALUES**: Values are the basic conviction about what is right and wrong.

    **ETHICS**: Ethics are the rules and principles that tell what is right and wrong.

    **Socialization**: In order to reduce the anxiety that new employees may experience, attempts should be made
    to integrate the person into the informal organization.

- Managers can motivate people to avoid performing dysfunctional behaviors by using: I. Extinction. II. Punishment. III. Negative reinforcement.
  - I, II, III
  - I and III
  - II and III
  - **I and II**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
## Solved by
## SHINING STAR ($$)

- The 360 degree appraisal
  - works best in large organizations.
  - **provides feedback from a verity of individuals.**
  - aids in developing competitive intelligence.
  - diminishes the effect of development in the appraisal process.
- Following are the phases of the Motivational Process except
  - Need Identification
  - Selecting Goals
  - **Extinction**

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- Following are the phases of the Motivational Process except
  - Consequences of performance Reward/punishments
- Placing a dollar value on the worth of a job is known as
  - **Job Pricing**
  - Pay Grades
  - Pay Ranges
  - Single-Rate System
- Total compensation constitutes of
  - direct rewards
  - indirect rewards
  - **both of the given options**
  - none of the given options
- Following ways can be used to avoid the high turnover of employees except
  - Use Recognition
  - **Use money**
  - Use Positive Reinforcement
  - Empower Employees
- A system of retirement benefits that provides benefits like disability insurance, survivor's benefits, and Medicare is called _____.
  - **Social Security**
  - Unemployment Compensation
  - Workers' Compensation
  - Security benefit
- Upward appraisal is done by
  - Immediate Supervisor
  - Peers
  - **Subordinates**
  - None of the given options

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- _____ exists when individuals performing similar jobs for the same firm are paid according to factors unique to the employee
  - **Employee Equity**
  - Team Equity
  - Internal Equity
  - All of the given options
- A process that significantly affects organizational success by having managers and employees work together to set expectations, review results, and reward performance.
  - Management by Objectives
  - Performance Appraisal
  - **Performance Management**
  - Organizational Planning
- _____ is solely responsible for managing individual's career.
  - **Individual**
  - Team
  - Organization
  - HR Manage
- The evaluator uses a list of behavioral descriptions and checks off those behaviors that apply to the employee. This method of appraisal is called
  - Forced-Choice Appraisal
  - Forced Distribution Appraisal
  - **Checklist Appraisal**
  - Behaviorally Anchored Rating Scales
- Any compensation method that ties pay to the quantity or quality of work the person produces is called
  - Gain-sharing Plan
  - Incentive Plan
  - Compensation Plan
  - **Pay for performance Plan**
- Employee evaluations are directly affected by a "supervisor's perceptions of who is believed to be in control of the employee's performance – the employer or the manager." This theory is known as
  - **Attribution Theory**
  - Stereotype
  - Halo Effect
  - None of above options
- The ____ trust is based on the behavioral predictability that comes from a history of interaction
  - Deterrence-based

- **Knowledge-based**
- Identification-based
- None of the given options

- Which has an impact on job pricing and the ultimate determination of an individual's financial compensation?
  - The Organization
- Which has an impact on job pricing and the ultimate determination of an individual's financial compensation?
  - The Job
  - The Employee
  - **All of the above options**
- Office environment that contain harmful airborne chemicals, asbestos, or indoor pollution is referred to
  - Homicide
  - **Sick Building**
  - Green Environment
  - Environment pollution
- Benefits offered to employees reflect many of the trends existing in our
  - Country
  - Environment
  - Organization
  - **Labor Force**
- Recognition, positive reinforcement and employees' empowerment can be used to avoid the
  - **Turnover**
  - Conflict
  - Accident
  - Frustration
- Not giving a compliment for a job done very well can cause
  - Punishment
  - **Extinction**
  - Negative Reinforcement
  - De-motivation
- Which is a common law doctrine stating that employers have the right to hire, fire, demote, or promote whomever they choose, unless there is a law or contract to the contrary .
  - Management Rights
  - **Employment at Will**
  - Statutory Rights

- Contractual Rights

- The ability of one person to influence another is
  - **Power**
  - Responsibility
- The ability of one person to influence another is
  - Authority
  - All given options
- The first formal stage of the disciplinary procedure is
  - Written Verbal Warning
  - Written Warning
  - **Employee Separation**
  - Show-Cause Notice
- A worker surplus forecasted results in
  - Creative Recruiting
  - Special Training Programs
  - **Reduced Hours**
  - Succession Planning
- Which theory suggests that a leader should adapt his/her leadership style to the task?
  - Path-Goal Leadership Theory
  - Vroom-Jago-Yetton Model
  - LMX Theory
  - **The Situational Leadership Model**
- To be effective, leaders must provide a _____that is a general statement of the organization's intended direction that evokes positive emotional feelings in organization members.
  - **Vision**
  - Mission
  - Goal
  - Declaration
- These rights Protect employees from discrimination, Safe working conditions, Right to form unions
  - **Statutory Rights**
  - Contractual Rights
  - Employment policies
  - Civil Rights
- For simplicity's sake, we can classify the most frequent violations of discipline into _____ categories.
  - Two

- Three
- **Four**

- For simplicity's sake, we can classify the most frequent violations of discipline into _____ categories.
  - Six
- To Becoming a Leader do all except
  - Build Your Power
  - Develop Your Judgmentase
  - Use Your Management Skills
  - **Do Not Trust Anyone**
- A forecasting tool that uses mathematical equations to predict the behavior of one variable on the basis of other known variable/s is known as
  - Managerial judgment
  - **Regression analysis**
  - Trend analysis
  - Ratio analysis
- One reason for falling union membership in recent years is that _____
  - **Legislation protects workers in a way that was once only offered by the unions**
  - Unions have been seen as largely ineffectual
  - Union membership is too expensive
  - Manufacturers will not hire union members
- All of the following types of organizations are covered by the Occupational Safety and Health Act except _____
  - Federal agencies
  - Hospitals
  - Schools
  - **Self-employed persons**
- There is fairly strong evidence that traits can predict _____ more accurately than leadership effectiveness
  - **Leadership emergence**
  - Extraversion in leaders
  - Leadership awareness
  - Leadership competence
- Which one of the following is not implied in the definition of power?
  - Influence
  - Potential
  - Dependency
  - **Actualization**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- The conflict-handling intention of accommodating is _____
  - assertive and uncooperative
  - assertive and cooperative
  - unassertive and uncooperative
  - **unassertive and cooperative**
- Which department enforces the standards set out in the Occupational Safety and Health Act?
  - Department of Health Services
  - **Department of Labor**
  - Department of Defense
  - Department of Financial Services
- Family issues, economic problems, and personality characteristics are examples of the _____ factor of potential stress
  - Social
  - Environmental
  - Personnel
  - **Personal**
- The _____ form of union security means that it is up to the workers whether or not they join the union and only those who join must pay dues.
  - Closed shop
  - Union shop
  - Agency shop
  - **Open shop**
- The dimension of assertiveness refers to situations _____
  - **in which one party attempts to satisfy his/her own concerns**
  - in which there is an expression of competition
  - involving a major behavior change
  - that lead to conflict
- Which of the following benefits could be awarded as workers' compensation?
  - Cash benefit
  - Medical services
  - Time off with pay
  - **a and b**
- Following are all included in \'Statistical Approach\' of forecasting, EXCEPT:
  - Trend analysis
  - **Sensitivity analysis**
  - Ratio analysis
  - Regression analysis
- Strengths' & 'Weaknesses' are _____ to an organization.

- Important
- **Internal**
- External
- Central

- Which of the following statement best reflects the Job analysis?
  - **Conceptual process**
  - Written statement
  - Recruitment method
  - Legal clause
- Which of the following constraint does NOT affect the recruiting efforts?
  - Compensation of the job
  - Image of the organization
  - Internal organizational policies
  - **None of the given options**
- Which of the following term contains information regarding machines & equipments used at workplace?
  - Job analysis
  - Job specification
  - **Job description**
  - Job evaluation
- Yousaf has beaten his fellow employee for which his manager has dismissed him. Evaluate manager's response in terms of ethical application of power.
  - No employee is supposed to get physical with any of the colleagues. Manager's decision was the extreme as he could have brought both employees together and tried to know the problem between them. I see this move as an unethical act by the manager
- When do organizational people indulged themselves in organizational politics? Discuss any five factors in detail.
  - Organizational politics are actions that allow people in organizations to attain goals without going through ceremonial channels. Whether political activities help or hurt the organization depends on whether the person\'s goals are steady with the organization\'s goals. In the impartial model of organizations, people are assumed to manage sensibly, based on clear information and well-defined goals.

    There are few factors that result in political activities in an organization and are explained as under.

    - **Changes in Leadership** which changes conventional associations and processes can create an opportunity for increased political behavior.

- **Changes in Coordination and integration** of organizational activities used to achieve common goals can also lead to an increase in political behavior.
- **Changes in any of the five contextual forces, i.e.** environment, technology, strategy, culture, and structure, can generate uncertainty over resource allocation, leading to an increase in political behavior.

- **Blame & Integration.** Blaming and attacking others to deflect attention from one\'s mistakes and using ingratiating behavior to gain favor are unethical and negative types of political actions.
- **Building Relationship**. People develop relationships through coalitions, grouping, networks, and accommodating managerial linkages. Coalitions are relationships formed over specific issues. Alliances are general agreements of support among different individuals and groups; and networks are broad, loose support systems. Relationship building can either help or harm the organization.

- psychological condition in which a person is put into a deep sleep-like state, while still remaining awake. It can be used to relieve pain & stress is called:
  - **Hypnosis**
  - Biofeedback
  - Transcendental mediation
  - Burnout
- Employees quit the organizations at their own choice through:
  - Outplacement, restructuring
  - Discharging, layoff
  - Transfer, demotion
  - **Resigning, retirement**
- According to which of the following it is better to convince the employees to abide by the company’s rules, rather than promptly responding with written or oral warnings to employees?
  - Hot stove rule
  - **Positive discipline**
  - Progressive discipline
  - Implied discipline
- General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

  - Involved in practicing his referent power
  - Involved in practicing legitimate power
  - **Involved in a leadership process**
  - Involved in making efforts to get favors from employees

- CEO has appointed Amjad to lead the current project as he has the talent to handle critical situations with an ease which enhances the followers' morale as well. He is said to be a successful leader as per:
  - **Leadership Theory**
  - Trait Theory
  - Behavioral Theory
  - Motivational Theory
- Creating conditions for a team to be effective is the responsibility of a(n):
  - **Leader**
  - Employee
  - Organization
  - HR department
- United Nations sent a rescue team in the supervision of Mr. Kim from Geneva to the northern areas of Pakistan affected by the destructive earthquake of 2005. Mr. Kim is a/an:
  - **Parent-country national**
  - Host-country national
  - Third-country national
  - Local-country national
- Employee handbook is a tool used for:
  - **Communicating rules & policies within an organization**
  - Providing information to stakeholders outside the organization
  - Manipulating the competitors with false information
  - Providing information about salary scale only
- Organizational guarantee about the job security is a functional form of:
  - **Statutory law**
  - Contractual law
  - Public policy
  - Management rights
- Organizations are bound to pay its employees at least the defined minimum wage as per government decision. This obligation resulted because:
  - It is necessary to build goodwill
  - **It is the statutory right of an employee**
  - It enhances the market share of a company's product
  - It provides benefits to all of its stakeholders

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- BEST indicator of an effective safety and health program of an organization is:
  - Employees do not feel hesitant while sharing their problems
  - Employees feel motivated to perform well and show loyalty
  - Employees feel honor that organization is concerned about their problems
  - **Employees do not face injuries and illnesses on regular basis**
- physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:
  - Exhaustion
  - **Burnout**
  - Collapse
  - Fatigue
- which of the following reason, union-membership in organizations losses it's importance during recent years
  - **Legislation protects workers in a better way**
- The major concern of the organizations during 1990s was:
  - Productivity
  - Efficiency
  - Quality
  - **All of the given options**
- While developing laws, management should be able to:
  - Implement laws by force
  - Modify as per requirement
  - Defend their decisions
  - **Easily convey among employees**
- Part-time workers, temporaries, independent contractors; all fall under which of the given category?
  - Conditional workers
  - Transitory workers
  - Interim workers
  - **Contingent workers**
- Under which managerial function, managers ensure goal attainment?
  - Planning
  - Organizing
  - Leading
  - **Controlling**
- GHOSIA BUILDERS is a construction company; construct official & residential buildings, you are appointed to evaluate the performance of its employees, what method you will select for their evaluation?
  - **Project based method**

  - Focal point method
  - Anniversary method
  - Base timings method

- According to which of the following appraisal method, a set of compensable aspects are identified for determining the job worth
  - Essay method
- According to which of the following appraisal method, a set of compensable aspects are identified for determining the job worth
  - **Ranking method**
  - Classification method
  - Factor comparison method
- Majority of accidents at workplace occurred due to which of the given reasons?
  - Toxic environment
  - **Employee negligence**
  - Unsafe equipment
  - Poor ventilation
- When an employee's personal characteristics such as age, race, and gender influence supervisor's evaluation of his or her performance, which of the following problem can be occurred?
  - Biasness
  - **Stereotyping**
  - Halo affect
  - Strictness
- Which one of the following is an example of downward communication?
  - Birthday parties & official dinners
  - Customers\' responses through telephone calls
  - **Monthly performance discussion meetings**
  - Company\'s prospectus for stakeholders
- All of the followings are characteristics of a well-functioning and effective groups, EXCEPT:
  - Members are relaxed and comfortable
  - Members express their feelings & ideas
  - Conflict & disagreement are made on ideas not individuals
  - **Tasks to be performed are ambiguous & accepted**
- Which of the following specifies the relative value of each job in an organization?
  - Job analysis
  - Job description
  - Job specification
  - **Job evaluation**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- Which of the following is a unique form of recruitment where every employee becomes a company\'s recruiter?
  - **Employee referrals**
  - Walk-in-applicants
- Which of the following is a unique form of recruitment where every employee becomes a company\'s recruiter?
  - Trade associations
  - Foreign nationals
- Performance is a function of:
  - **Ability, effort, opportunity**
  - Ability, expectancy, salary
  - Ability, skill, knowledge
  - Motivation, attractiveness, support
- Company’s financial statements represent which of the following?
  - Customer satisfaction
  - Material wastage
  - **Monthly sales growth**
  - Product life-cycle
- Under which of the following methods of jobs evaluation, jobs are arranged in an order?
  - **Ranking method**
  - Classification method
  - Factor comparison method
  - Point factor method
- \"Higher efforts should be rewarded with higher rewards\"; which of the following theory focuses this statement?
  - **Motivational theory**
  - Performance theory
  - Competancy theory
  - Equity theory
- Which of the following is NOT included in the indirect benefits?
  - Medical assistance
  - **Gain sharing**
  - Pension plans
  - Paid vacations
- Approximately, what percentage of the total payroll costs is contributed to benefits?
  - **Up to 40%**
  - Up to 10%
  - Up to 90%

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- Approximately, what percentage of the total payroll costs is contributed to benefits?
  - Up to 80%
- Which of the following is an example of \'Family-oriented benefits\'?
  - Offered share in company\'s stocks
  - Limited & flexible working hours
  - **Availability of child & elder care centres**
  - Equal career growth opportunities
- Which incentive plan focuses on co-operation between managers and employees through sharing thier problems, goals and ideas?
  - Improshare plan
  - **Scanlon plan**
  - Profit-sharing plan
  - Stock ownership plan
- In the negotiation process, bargaining issues like wages, working hours, terms & conditions of employment etc. all comes under:
  - Labor issues
  - **Mandatory issues**
  - Permissive issues
  - Prohibited issues
- Mr. Yoong is a Chinese executive working in Zong Telecom Pakistan, a China based telecommunication company. Mr. Yoong is therefore be classified as a/an:
  - **Expatriate**
  - Third-country national
  - Home-country national
  - Host-country national
- Leadership will mostly be considered failed if:
  - Leaders are appointed by top management
  - Leader established high goals to be achieved
  - Leader also plays the role of a manager in an organization
  - **Followers stop sharing their issues with a leader**
- Which of the following is a part of non-financial compensation?
  - Monthly commission
  - **Employee autonomy**
  - Stock option
  - Medical allowance
- Which of the following does not signify the usefulness of conflict?
  - It brings life and creativity
  - It promotes goal achievement
  - **It encourages organizational politics**

- It promotes change & synergy

- One of the common disadvantages of using expatriates to fill foreign subsidiary management positions is that:
  - **Expatriates are more expensive than using local managers**
  - Expatriates are mostly indulged in informal relationships
  - Expatriates focus unnecessarily on long-term projects
  - Expatriates bring a sense of policy implementation to the foreign facility

- • Types of Validation Studies
  - There three main approaches that may be followed to validate selection tests: criterion-related validity,
    **a. Criterion-Related Validity**
    It is determined by comparing the scores on selection tests to some aspect of job performance.
    A close relationship between the score on the test and job performance suggests the test is valid.
    **b. Content Validity**
    It is a test validation method whereby a person performs certain tasks that are actually required by the job
    or completes a paper-and-pencil test that measures relevant job knowledge.
    **c. Construct Validity**
    It is a test validation method to determine whether a test measures certain traits or qualities that are
    important in performing the job. However, traits or qualities such as teamwork, leadership,
    and planning or organization ability must first be carefully identified through job analysis.

- In Hawthorne studies which decisive factor was used in the variation of the workers' performance?
  - Safety measures
  - Health condition
  - **Light variation**
  - Salary bonuses

- Which of the following statement shows the starting point in strategic management process?
  - **Analyzing current mission, strategies and objectives**
  - Identifying opportunities and threats
  - Conducting an environmental scan
  - Identifying opportunities and weaknesses

- The supplies or raw materials needed to create a product are called:

  - Outputs
  - Investments
  - Processes
  - **Inputs**

- To maximize the speed of communication, managers should use which of the following networks?
  - Social
  - Neural
  - Chain
  - **Wheel**
- Which of the following is selected by the source and may be formal for job-related messages or informal for personal or social messages?
  - Message
  - Channel
  - **Feedback**
  - Noise
- Tone of voice, posture and nonverbal facial expressions are examples of which of the following?
  - **Body language**
  - Feelings
  - Formal communication
  - Informal Communication
- All of the following are advantages of oral communication EXCEPT:
  - It is easy to use
  - **It is accurate**
  - It facilitates feedback
  - It can be done with little preparation
- Which of the following leaders provide vision and sense of mission, instill pride and gain the respect and trust of their followers?
  - Transactional
  - **Charismatic**
  - Supportive
  - Directive
- Impact of individuals\' behavior within an organization is studied under:
  - Organizational culture
  - Organizational norms
  - **Organizational behavior**
  - Organizational rules
- Job analysis is performed to define:

- **Job description & job specification**
- Job specification & job position
- Organizational rules & policies
- Job description & job duties

- The group of tasks performed within an organization is known as:
  - **Duty**
- The group of tasks performed within an organization is known as:
  - Responsibility
  - Job
  - Position
- Which of the following could result in a legally questionable appraisal process?
  - **Conduct job analysis to establish criteria for successful performance**
  - Base appraisals on subjective supervisory observations
  - Administer and score appraisals in a uniform manner
  - Use clearly defined job performance dimensions
- Customer complaints & employee grievances can be used to:
  - **Determine training needs**
  - Deliver training contents to employees
  - Offer development packages
  - Ensure continuous learning
- Which of the following involves channeling the behavior of all personnel to accomplish the organization\'s mission and objectives while simultaneously helping them accomplish their own career objectives?
  - Planning
  - Organizing
  - **Leading**
  - Controlling
- Initially the personnel department was only involved in:
  - Recruitment & selection
  - Compensation & benefits
  - Training & development
  - **Scheduling vacations**
- The process of anticipating management needs, reviewing the skills inventory of a firm and creating replacement charts, is known as:
  - Action planning
  - **Management development**
  - Management skills\' inventory
  - Succession planning

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- Which demographic group MOSTLY experiences the difficulty with career progress within Pakistan?
  - **Women**
  - Old men
- Which demographic group MOSTLY experiences the difficulty with career progress within Pakistan?
  - Professionals
  - Young men
- \'Monoo Textiles\' wants to encourage the involvement of women on the upper-level managerial positions. Which of the following suggestions should Monoo Textiles consider?
  - **Offering flexible work schedules**
  - Providing additional financial benefits
  - Awarding seniority status
  - Facilitating with career success team
- Which of the following helps an organization in defining and measuring the progress towards goal achievement?
  - Key performance indicator
  - **Adoptation to legal compliance**
  - Strong compensation system
  - Employee career planning
- The first step in developing a behaviorally anchored rating scale is to:
  - Develop performance dimensions
  - **Generate critical incidents**
  - Re-allocate incidents
  - Scale incidents
- \'Job evaluation\' served as a strong base for which of the following area of an organization?
  - **Compensation packages**
  - Training modules
  - Organizational policies
  - Rules & regulations
- Which of the following is one of the disadvantages related to \"Factor Comparison Method\"?
  - Fixed compensable factors may lead to faulty results
  - More value can be assigned to factors than job’s actual worth
  - Useless for managerial jobs with subjective criteria
  - **Not useful when jobs are different from each other**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- Communication within a project team, emerged from different grades and departments of an organization is an example of:
  - Diagonal communication
  - **Horizontal communication**
  - Upward communication
- Communication within a project team, emerged from different grades and departments of an organization is an example of:
  - Downward communication
- The document having 'terms & conditions of employment' gets signed by the employee at the time of joining to:
  - Review terms on regular basis
  - Maintain employee database
  - Satisfy the top management
  - **Get employee's written approval**
- Involuntary bodily pressures like heart beat rate are controlled through:
  - **Biofeedback**
  - Transcendental meditation
  - Hypnosis
  - Burnout
- Farhan usually tries to create off-channel relationships with the high level bodies to:
  - Be an effective leader
  - Gain power through upward influence
  - Get quick promotions
  - **Expand his interpersonal network**
- If the frequency of banned behavior of an employee increases, it is better to:
  - Provide employee some sort of counseling
  - Inform top management about it and take no action
  - Monitor employees' behavior on regular basis
  - **Increase the intensity of the disciplinary action against him**
- Mental and physical capacities of an individual to perform various tasks which come from knowledge, learning, and experiences are termed as:
  - Perceptions
  - Emotions
  - Values
  - **Abilities**
- Which of the following term is used to represent the employees' disappointment with their management & employers?
  - Arbitration
  - Mediation

  - Boycott
  - **Grievance**
- All of the following could be goals of conflict, EXCEPT:
  - Satisfying monetary needs
  - Achieving special tasks
  - Attaining desired happiness
  - **Avoiding employee grievances**
- The heart of a continuous effort designed to improve employee's competency and organizational performance is known as;
  - Development
  - Learning
  - **Training**
  - Relevance
- Learning about oneself is referred as;
  - Self Actualization
  - **Self Assessment**
  - Self Reading
  - Self Rationalization
- A method of career path that contains both a vertical sequence of jobs and a series of horizontal opportunities is known as;
  - Traditional Career Path
  - **Network Career Path**
  - Lateral Skill Path
  - Dual-Career Path
- When an individual sets career goals and identifies the means to achieve them, the process is known as;
  - Career Path
  - **Career Planning**
  - Career Short Sightedness
  - Career Development
- Which of the following is not included in intrinsic rewards?
  - Promotion opportunities
  - Working conditions
  - Insurance
  - **Interesting work**
- OWBPA stands for which of the following act?
  - **Older Workers Benefit Protection Act**
- OWBPA stands for which of the following act?

  - Older Women Benefit Protection Act
  - Older Wife Benefit Protection Act
  - Older Worth Benefit Protection Act
- FMLA stands for which of the following act?
  - **Family and Medical Leave Act of 1993**
  - Family and Maternal Leave Act of 1993
  - Family and Mother Leave Act of 1993
  - Family and Mental Leave Act of 1993
- POS stands for which of the following option?
  - **Point-of-service**
  - Person-of-service
  - Point-of-solution
  - Personality-of-service
- Which one of the following option describes the individuals' capacity to influence decisions?
  - Span of control
  - Line authority
  - Staff authority
  - **Power**
- The composition of managers' experience, skills, abilities, and knowledge represents which type of power?
  - Rewarded power
  - **Expert power**
  - Referent power
  - Legitimate power
- The traditional view about conflict explains the concept in which of the following way?
  - Evidence of a failure in management
  - Good for a group
  - Improves productivity
  - Cannot be evaded
- Who has presented the theory of Existence Relatedness Growth (ERG)?
  - **Alderfer**
  - McGregor
- Who has presented the theory of Existence Relatedness Growth (ERG)?
  - Edward Thorndike
  - McClelland
- Who has presented the Reinforcement Theory?
  - Alderfer

- McGregor
- **Edward Thorndike**
- McClelland

- Which of the following test is used by McClelland to prove his theory?
  - **Thematic Apperception Test**
  - Vibrant Test
  - Simulation Test
  - Personality Test
- Which of the following term can be defined as "A state of mind, desire, energy or interest that translates into action"?
  - **Motivation**
  - Stimuli
  - Resentment
  - Conation
- What could be the reason behind linking HRM with the strategic goals & objectives of an organization?
  - Promote centralization
  - **Foster innovation & flexibility**
  - Support bureaucratic culture
  - Develop rigid policies
- Ahmed, the supervisor of the manufacturing department, is in the process of evaluating his staff's performance. He has determined that 15% of the group will be identified as high performers, 20% as above average performers, 30% as average performers, 20% as below average performers, and 15% as poor performers. He is using a _____ method.
  - Graphic rating scale
  - Constant sum ranking scale
  - **Forced distribution**
  - Alternation ranking
- ABC Company is currently hiring employees from different provinces of a country. ABC Company is said to be implementing _____.
  - Decentralization
  - Downsizing
  - **Diversity**
- ABC Company is currently hiring employees from different provinces of a country. ABC Company is said to be implementing _____.
  - Retrenchment
- As an HR manager you have collected and reviewed the information\\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

- Maintaining and updating the jobs
- Identify objectives of job analysis
- Identify the job to be analyzed
- **Draft job description & job specification**

- Which of the following is considered as the MOST reliable data collection source needed for job analysis?
  - Experienced job analyst
  - Top leading managers
  - **Employees of that particular job**
  - Head of the department
- Which of the following expression defines \"Productivity\"?
  - Effectiveness x Efficiency
  - Effectiveness / Efficiency
  - **Effectiveness - Efficiency**
  - Effectiveness + Efficiency
- Individual\'s behavior comprises of:
  - Heritage
  - **Perception**
  - Emotions
  - All of the given options
- Which one is NOT the reason of joining groups by people?
  - To get affiliation
  - To gain power
  - To get security
  - **To get promotions**
- Musharaf Government has increased women\'s reserved seats to 30% in the parliment. What does it represent?
  - Increase total number of seats
  - Decrease number of seats for men
  - **Ensure affirmative action**
  - Enhance equal employment opportunity
- Socialization is a process of :
  - Enhancement
  - **Development**
  - Introduction
  - Evaluation
- Ali is dissatisfied with his current job, therefore is considering to change his career. What should he do before changing the occupation?
  - Monitor the salary difference of the alternative jobs

  - **Compare his ideal job to his current job**
  - Adjust with the current job, as switching could be risky
  - Directly switch the occupation, nothing need to be done

- Sometimes an employee feels happy with his existing occupation and the current employer, but finds that the job is not organized in an optimal way. What action might be recommended for that employee?
  - Immediately switch the job
  - Enhance contacts outside the company
  - Consider alternative work arrangements
  - **All of the given options**
- Which of the following performance appraisal method is worthless, when jobs are entirely different from each other?
  - Ranking method
  - **Factor comparison method**
  - Classification method
  - Point factor method
- Which of the following constraints should be considered while designing any pay plan?
  - Legal obligations
  - Union bodies
  - **Equity factor**
  - All of the given options
- Which of the following criteria is said to be essential for an effective communication?
  - Sender and receiver are using the same code\\language
  - At least two people are involved & willing to communicate
  - A channel to communicate should be present
  - **All of the given options**
- Which of the following factor can not be considered as benefits of health and safety program?
  - Reduced absenteeism
- Which of the following factor can not be considered as benefits of health and safety program?
  - Increased productivity
  - **Controlled litigation**
  - High market share
- All of the following would be considered appropriate practices for creating smoke-free environment in an organization, EXCEPT:
  - Banning smoking completely
  - Refusing to hire chain smokers
  - **Designating special areas as smoking rooms**

  - Restricting smoking in designated areas
- University administration has provided students with the evaluation forms to be filled, in order to evaluate the performance of faculty members. This action of university management is represented as:
  - Distributive justice
  - **Due process**
  - Just cause
  - Procedural justice
- Lack of concentration among employees is indicated as:
  - Short-term physical symptom of stress
  - Long-term physical symptom of stress
  - Behavioral symptom of stress
  - **Internal symptom of stress**
- There are multiple outlets of Shezan Bakers & Confectioners in different areas of Lahore. The management of Shezan Bakers states that "We are the leading bakers & confectioners of Lahore for over two decades". Their statement depicts that Shezan is a/an:
  - **Domestic organization**
  - International organization
  - Multinational organization
  - Transnational organization
- "Leaders are born not made". Which of the following theory depicts the given statement?
  - Trait Theory
  - Situational Theory
  - **Behavioral Theory**
  - Motivational Theory
- Mr. Ali is perceived to be the best counselor among all of his followers. Thus, what kind of a leader Ali is?
  - **Influential**
  - Self-confident
- Mr. Ali is perceived to be the best counselor among all of his followers. Thus, what kind of a leader Ali is?
  - Charismatic
  - Knowledgeable
- Overstating the performance records by an employee in front of management is considered which of the following?
  - Theft
  - Damage

- Dishonesty
- **Insubordination**

- According to which of the following an indiviual can be asked for the written explanation for the first offense of severe nature?
  - Hot stove rule
  - Positive discipline
  - **Progressive discipline**
  - Implied discipline
- \'Nirala Sweets\' has recently opened one of its outlets in London. This move has classified Nirala Sweets as a/an:
  - Domestic organization
  - **International organization**
  - Multinational organization
  - Transnational organization
- JJP Enterprise seeks to attract one of its managers to move to Gawadar to manage the working of its subsidiary in Gawadar. The firm will likely need to offer a _____ in addition to a manager's base salary.
  - Cost-of-living allowance
  - **Bonus**
  - Hardship allowance
  - Tax equalization adjustment
- Which one of the following is not a function of HRM department which helps in training and development program?
  - Provide employee orientation training
  - Contribute to management development programs
  - **Monetary satisfaction**
  - Provide training and development.
- Which of the following refers to creating an artificial learning environment that approximates the actual job conditions as much as possible?
  - Committee Assignments
  - **Simulations**
  - Outdoor Training
- Which of the following refers to creating an artificial learning environment that approximates the actual job conditions as much as possible?
  - Seminars
- Which of the following is not included in extrinsic rewards?
  - Salary
  - Promotion opportunities
  - Wage

- **Recreation**

- Written warnings are received by the employees from the human resource department under the progressive discipline procedure belong to which offence ?
  - **Second offense**
  - Third offense
  - Fourth offense
  - First offense
- Which of the following refers to the compensation method that recommends that person should be paid according to the quantity or quality of his work?
  - Empowerment
  - Job appraisal
  - **Pay for Performance**
  - Job acknowledgement
- Collective-bargaining process can't be completed with out negotiations. What do management and union ensure?
  - That conflict is contained within manageable boundaries
  - Agreement between all parties sould not be involved
  - That conflict is always resolved by force
  - **It achieves a set of lasting agreements**
- Which of the following is the inner drive that directs a person's behavior toward goals?
  - **Motivation**
  - Stimuli
  - Resentment
  - Conation
- Parveez was asked for the explanation of his frequent leaves in a month. The justification he made was his illness but he was unable to provide any medical prescription to prove his illness. Should management accept his excuse? Justify.
  - No the management should not accept his excuse without any written evidence of his illness from an authorized medical officer otherwise management should take
    an action according to the organization's rules and regulations.
    If management accepts his excuse without any action, he can repeat this practice again.
- Why organizations conduct employee training? List down any 3 conditions?
  - **Training:**
    Training means providing the employees with specific skills or helping them to correct the deficiencies in their performance. It will enhance there abilities and make them erfect. The reason organizations conduct the training:
    o Self assessments.

- Company records.
- Customer complaints.
- New technology.
- Employee grievances
- Interview with managers.
- Customer Satisfaction surveys.
- Observations.

- As per your opinion which of the training mode is more beneficial? Defend your choice.
  **a) On-the-job training**
  **b) Off-the-job training**

  - According to my point of view the on job training mode is more beneficial.The reason is the employees who are getting training can even see the other workers while working; it ill help them to understand how to do work. On the job training does not require the managers to perform a special training sessions for the trainers; it will reduce the cost also.

- Identify the \'best practices\' used by successful global firms in developing and implementing a global HR system.
  - One of the most challenges facing as they enter the twenty first century is how to compete against foreign firms, both domestically and abroad. Many companies are already being compelled to think globally, something that doesn't come easily to firms long accustomed to doing business in large and expanding domestic market with minimal foreign competition.
    Weak response to international competition may be resulting in upwards lay offs in every year. Human resources can play a critical role in a business ability to compete head to head it foreign producers. The implications of global economy on harm are many. Some firms try to develop a global company identity to smooth over cultural differences between domestic
    employees and those in international operation. Minimizing these differences increases cooperation's and can have a strong impact on the bottom line. some firms actively engage in international alliances with foreign firms or acquire companies overseas to take advantage of global markets .Making such alliances work requires a highly trained and developed staff .These illustrations show how firms can use HR strategies to gain a world wide competitive advantage

- Can \"pay for performance\" be applicable to the employees of NGOs?
  - Pay for performance refers to any compensation method that ties pay of the Quantity or quality of work the person produces. No this is not applicable on NGOS.

- Conflict at work place is not always in favor of management. What kind of output management has to bear when conflicts appear?

- Manager's ways to manage conflict.
  Managers can manage conflict by either preventing or reducing high levels of conflict or stimulating low levels of conflict. To do this, managers can apply a behavioral approach or an attitudinal approach. The behavioral approach targets the behavior causing the conflict, while the attitudinal approach targets the roots of the conflict, including people's emotions, beliefs, and behaviors. Behavioral methods include enforcing rules, separating the parties, clarifying tasks, having a common enemy or outside competition, and increasing resources and rewarding cooperation. Attitudinal methods include having a common enemy, rotating members, increasing resources, and teambuilding
  and organizational development (OD). To stimulate conflict,
  managers can introduce change, increase task ambiguity, or create interdependency

- How organizations conduct the collective bargaining process?
  - The Collective Bargaining Process—both external and internal environmental factors can influence the process. The first step in the collective bargaining process is preparing for negotiations. This step is often extensive and ongoing for both union and management. After the issues to be negotiated have been determined, the two sides confer to reach a mutually acceptable contract. Although breakdowns in negotiations can occur, both labor and management have at their disposal tools and arguments that can be used to convince the other side to accept their views. Eventually, however, management and the union usually reach an agreement that defines the rules of the game for the duration of the contract. The next step is for the union membership to ratify the agreement. There is a feedback loop from" Administration of the Agreement" to "Preparing for Negotiation." Collective bargaining is a continuous and dynamic process, and preparing for the next round of negotiations often begins the Moment a contract is ratified.
- Unemployment compensation is rare in Pakistan. What do you think that who is responsible; Government or Corporate Sector? Explain possible reasons.
  - Unemployment Compensation—an individual laid off by an organization covered by the Social Security Act may receive unemployment compensation for up to 26 weeks. Although the federal government provides certain guidelines, unemployment compensation programs are administered by the states, and the benefits vary state by state.
    The corporate sector is responsible according to my point of view
- What are the advantages and disadvantages of using home country nationals in international assignments?
  - **ADVANTAGES:**
    o Better organizational control and co ordination.

o Promising managers are given International experience.
o PCNS are the best people for the job.

**DISADVANTAGES:**

o Adaption to the host country may take a long time.
o PCNS may impose an inappropriate head quarters style.
o Compensations for PCNS and HCNS may differ.

- What are the different dimensions of stress? List & discuss them in detail.
  - Stress: is body non specific reaction made to any demand.
    There are different dimension of stress:
    Organizational Factor:
    Many factors associated with a person employment can be potentially stressful. These include the firm's culture, the individual's job and general working conditions.
    Personal factors: Stress factors outside the job and job environment also affect the job Performance. Factors such as family, financial problems and living conditions.
    General environment:
    The stress is also in environment such as three hour commute in rushed traffic, the unrelenting rain, the unbearable heat, chilling cold, and excessive noise.
    Short term physical symptoms:
    Faster heart beat, sweating, cool skin cold hands, feet feeling of nausea, butterflies in stomach, rapid breathing, tense muscles, dry mouth, desire to urinate, and diarrhea.
    Long term symptoms:
    Back ache, asthma, and digestive problem, headaches, feeling of tiredness, ulcer allergies, heart attack or hypertension.
    Internal symptoms:
    Worry ,anxiety, confusion, inability to concentrate or make decision, ill, feeling out of control, mood changes, depression, frustration, helplessness, difficulty in sleeping, more smoking and alcohol, changing eating habit and relying more on medication.
    Behavioral symptoms:
    Talking too fast, too loud, bad moods, over reacting, being unable to concentrate, having difficulty in making decisions. Making more mistakes, increased absenteeism, and neglect of personal appearance.
    Outcome of the continuous stress ill be very bad on the working environment .Organization will perform poor, decrease creativity and lost work time and increased turn over.
- What measures should be taken to limitize the union membership by employees? Explain each in detail.

- **Effective first line supervision:**
  Extremely important to an organization ability to remain union free is the overall effectiveness of its management particularly its first line super visors .these super visors represents the first line of defense against unionization.
  **Union free policy:**
  The fact that the organization goal is to remain union free should be clearly and forcefully communicated to all its members.
  **Effective communication:**
  One of the most important actions of organizations that wants to remain union free can take is to establish credible and effective communication. One approach taken to encourage open communication is the open door policy .The open door policy gives employees the right to take graveness to the person next in the chain of command if the immediate supervisor cannot resolve the problem.
  **Trust and openness:**
  These are part of managers and employees alike are important in order to remain union free .The old expression actions speak than word is certainly valid for and organization that desire union free.
  **Effective compensation programs:**
  The financial compensations that employees receive is the most tangible measures they have of their worth to the organization. If an individuals pay is substantially below that provided for similar work in the area, the employee will soon be dissatisfied.
  **Healthy and safe work environment:**
  An organization that gains a reputation for failing to maintain a safe and healthy work environment leaves itself wide open for unionization.
  Effective employee and labor relations:
  No organization is free from employee disagreements and dissatisfaction. There fore a mean for resolving employee complaints whether actual or perceived should be available. The grievance is a formal process that permists employees to complain about matters affecting him. Most labor management agreements contain grievance procedures; union member's regards handling grievness as one of the most important function of a labor union.

- Discuss the roles of tactical, operational& strategic managers with the Help of hierarchical diagram.
  - **Strategic Manager:** Strategic managers are the senior executives of an organization and are
    Responsible for its overall management. Major activities include developing the company's goals and plans. Typically strategic managers focus on longterm issues and emphasize the survival, growth, and overall effectiveness of

the organization.
**Tactical Managers:** Tactical managers are responsible for translating the general goals and plans developed by strategic managers into objectives that are more specific and activities. These decisions, or tactics, involve both a shorter time horizon and the coordination of resources. Tactical managers are often called middle managers, because in large organizations they are located between the strategic and operational managers. Today's best middle managers have been called "working leaders." They focus on relationships with other people and on achieving results. They are hands-on, working managers. They do not just make decisions, give orders, wait for others to produce, and then evaluate results. They get dirty, do hard work themselves, solve problems, and produce value.
**Operational Managers:** Operational managers are lower-level managers who supervise the
operations of the organization. These managers often have titles such as supervisor or sales manager. They are directly involved with non-management employees, implementing the specific plans developed with tactical managers. This role is critical in the organization, because operational managers are the link between management and non-management personnel. first management position probably will fit into this category

- Why & how the flow of information is an essential part of key business activities?
    - HRISs are systems used to collect, record, and store, analyze, and retrieve data concerning an organization's human resources. The collection of information on aspects of work life as diverse as salary and payroll, compensation, leave, accidents, and superannuating and employee benefits has always been part of the human resource manager's function. In the early history of personnel management, administrative aspects, including data collection, took up a great deal of time. Reviews of employee salary and leave entitlements often dominated the activities of earlier personnel officers, reflecting both management priorities and their own clerical backgrounds.
      Such early information systems were manual, and were mainly used to notify employees of leave
      entitlements, to ensure accurate salary and wage payments and to process workers' compensation and superannuating claims. The data was seldom used to predict trends, identify problem areas and, or aid in the longer-term staffing process.
- Elaborate the statement as per your understanding; “Providing benefits to the employees will enhance their performance”.
    - **Employee Benefits**
      Benefits are all financial rewards that generally are not paid directly to an employee. Benefits absorb social costs

for health care and retirement and can influence employee decisions about employers.
The Job Environment as a Total Compensation Factor
Employees can draw satisfaction from their work through several nonfinancial factors.
**a) Sound Policies**—Human resource policies and practices reflecting management's concern for its
employees can serve as positive rewards.
**b) Competent Employees**—Successful organizations emphasize continuous development and assure that
competent managers and non-managers are employed.
**c) Congenial Coworkers**—Although the American culture has historically embraced individualism, most
people possess, in varying degrees, a desire to be accepted by their work group.
**d) Appropriate Status Symbols**—Organizational rewards that take many forms such as office size and
location, desk size and quality, private secretaries, floor covering, and title.
**e) Working Conditions**—The definition of working conditions has been broadened considerably during the past decade.
There are lot of benefits provided to the employee like safety ,health ,insurance, medical, child care center,detal vision care, retirements plan, diablility protection, supplement unemployment benefit, financial services, older worket benefit act and other type of commission incentives. When an employee with find a good healthy environment around him it will definitely enhance his performance according to my point of view.

- What are the multiple opinions about \'Conflict\'? Elaborate each in detail.
  - Conflict is the process in which one party perceives that its interests are being opposed or negatively affected by
    another party. Conflict is a process in which people disagree over significant issues, thereby creating friction between parties. Conflict can exist when people have opposing interests, perceptions, and feelings; when those involved recognize the existence of differing points of view; when the disagreement is ongoing; and when opponents try to prevent each other from accomplishing their goals. Although conflict can be destructive, it can also be beneficial when used as a source of renewal and creativity. Competition and rivalry between individuals or groups over an outcome that both seek, is not the same as conflict. In competition, there must be a winner and a loser; with conflict, people can cooperate so that no one wins or loses.

    **traditional view** conflict is a process in which people
    disagree over significant issues, creating friction between parties.

One view of conflict is that it is dysfunctional and harmful to organizations, because the struggle over incompatible goals is a waste of time that prevents people and organizations from being productive and reaching their potential

**interactionist view** states that when conflict is based on issues rather than personalities, it can enhance problem solving and creativity. Open discussions of differing viewpoints allows for a thorough consideration of alternatives and their consequences in the course of decision making. Conflict can also increase motivation and energize people to focus on a task.

**Humanrelation view** states that Conflict is a natural occurrence and we should accept conflict.

- DEFINE THE BURNOUT AND EXPLAIN ITS MEANS AND AVOID WAYS IN DETAIL?
    - Burnout is a pattern of emotional, physical, and mental exhaustion in response to chronic job stressors. It is aincapacitating condition in which individuals lose a sense of the basic purpose and fulfillment of their workBurnout has been described as a state of fatigue or frustration that stems from devotion to a cause, way of life,or relationship that did not provide the expected reward. It is often found in a midlife or mid-career crisis, but itcan happen at different times to different people. Individuals in the helping professions such as teachers andcounselors seem to be susceptible to burnout, whereas others may be vulnerable because of their upbringingexpectations, or their personalities. Burnout is frequently associated with people whose jobs require closerelationships with others under stressful and tension-filled conditions. The dangerous part of burnout is that it iscontagious. A highly cynical and pessimistic burnout victim can quickly transform an entire group into burnouts.It is important to deal with it quickly; once it has begun, it is difficult to stop.

**Symptoms of Burn-Out**
Following symptoms indicate that a person is suffering through burnout
• A feeling of lack-of-control over commitments
• A belief (incorrect) that you are accomplishing less
• A growing tendency to think negatively
• Loss of a sense of purpose and energy
• Increased detachment from relationships

**Avoiding Burn-Out**

Burnout can be avoided by taking the following steps

• Re-evaluate goals
• Reduce unnecessary commitments
• Learn stress management skills
• Find out where the stress is coming from (family, job, etc.)
• Follow a healthy lifestyle
• Get adequate rest
• Eat a balanced diet
• Get regular exercise
• Limit caffeine and alcohol
• Develop other interests (hobbies)
• Acknowledge your humanity--you have a right to pleasure and relaxation

- What is the difference between motivation and performance?
    - Performance is the output of a persons ability which he has put to complete a specific task in an organization where as motivation means to get influence by other and to redirect the abilities to perform a specific task to attaining a position.
- Employee performance or technological advancements; which provides more benefit to an organizations? Explain it detail.
    - According to my point of view the employee performance provides better benefits to the organization .because the whole organization just achieve it goals only due to its good employees .Employees can only give a good output when they enjoy the enivornment of their organization. Employees give a good feedback to the organization, they presents their good work, more efficient and trained.If the performance of any employee is not satisfied the organization can even redirect him to cover his defecensies where as all these can not be implemented on the machinery .Even though if a firm is having good machinery but not good employees it can never achieve its goal and have a good reputation
- What measures an organization take to control work place accidents.
    - Accident Investigation—Accidents can happen even in the most safetyconscious firms.
      Each accident, whether or not it results in an injury, should be carefully evaluated to determine
      its cause and to ensure that it doesn't recur. The safety engineer and the line manager jointly
      investigate accidents—why, how, and where they occur and who is involved. Main causes that
      can create accidents at workplace are:

      o Chance occurrences
      o Unsafe working conditions
      o Unsafe acts by employees
      o Unsafe conditions

**Physical conditions**
o Defective Equipment
o Inadequate Machine Guards
o Lack of Protective Equipment

**Environmental conditions**
o Noise
o Dust, Fumes
o Stress
o Unsafe behaviors

- Which of the following reflects the relationship between MIS & HRIS?
  - Both are same
  - MIS is one aspect of HRIS
  - **HRIS is one aspect of MIS**
  - No relationship exists
- Followings are included in contingent workers, EXCEPT:
  - Part-timers
  - Contractors
  - **Directors**
  - Temporaries
- McClelland believes the needs for _____ are most important.
  - expectancy, instrumentality, and valance
  - existence, relatedness, and growth
- McClelland believes the needs for _____ are most important.
  - positive reinforcement, negative reinforcement, and punishment
  - **affiliation, power, and achievement**
- _____are programs designed to help employees whose job performance is suffering because of physical, mental, or emotional problems
  - **Employee Assistance Programs**
  - Wellness Programs
  - Safety Programs
  - Managed health
- Each culture contains smaller ___, or groups of people with shared value systems based on common life experiences and situations.
  - Alternative evaluations
  - **Subcultures**
  - Motives
  - Attitudes

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- A person on the University Book Shop\'s survey asks respondents to tell the shop, in their own words, what they like least about textbook shopping. What is a type of this question?
  - **An open-ended**
  - A dichotomous
  - A multiple choice
  - A scale
- Of the three typical types of sales force structures, which one is often supported by many levels of sales management positions in specific geographical areas?
  - **Territorial**
  - Customer
  - Complex systems
  - Matrix
- What does this statement shows “Trade of value between at least two parties”?
  - Competition
  - Transaction
  - **Exchange**
  - Need
- What do many companies use to set sales force size?
  - **The workload approach**
  - Promotional approach
  - Need-satisfaction approach
- What do many companies use to set sales force size?
  - Direct marketing approach
- There are major steps in media selection. Which is NOT one of these steps?
  - Deciding on reachfrequency, and impact
  - Choosing among major media types
  - Selecting specific media vehicles
  - **Deciding on format elements**
- \"Value pricing\" means setting a fair price for a marketing mix that gives the target market superior customer value.
  - **True**
  - False
- “Increasing demand, as well as changing or even reducing demand” which one of the following concept is consistent with this statement?
  - **Marketing management**
  - Marketing myopia
  - Demarketing
  - Relationship management

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- To ensure the effectiveness of segmentation, the segments should be measurable, substantial, accessible and which one of the followings?
    - Precise
    - **Stable**
    - Economic
    - Reachable
- Connecting with employees in the company refers to which of the following options?
    - Extranet
    - Internet
    - **Intranet**
    - World wide web
- Customers buy from stores and firms that offer the highest _____.
    - Value for the dollar
    - Customer perceived value
    - **Level of customer satisfaction**
    - Company image
- A company division, a product line within a division, or sometimes a single product or brand refers to which one of the following concepts?
    - A market
    - The BCG
- A company division, a product line within a division, or sometimes a single product or brand refers to which one of the following concepts?
    - **An SBU**
    - An initiator
- What do subcultures include?
    - **Nationalitiesreligions, racial groups & geographic regions**
    - Ethnic groups and geographic regions
    - Religions and geographic regions
    - Nationalitiesreligions, and racial groups
- What does the meaning of the physical arrangement of the illustration, headline, subheadline, body copy and the signature?
    - Copy
    - Art design
    - **Layout**
    - Storyboard
- Which part of BCG matrix shows low-share business units in high-growth markets and requires a lot of cash to hold their share.
    - Stars
    - Dogs

  - **Question marks**
  - Cash cows
- Which of the following are the three major types of vertical marketing systems?
  - Corporatecontractual, and chain
  - **Corporatecontractual, and administered**
  - Administeredindependent, and franchised
  - Corporatecontractual, and task
- Gillette was the first marketer of disposable razors to offer a product specifically designed for men. This is an example of segmentation using which of the following variables?
  - **Demographic**
  - Psychographic
  - Geographic
  - Product use
- Following are the elements of the marketing mix EXCEPT:
  - Distribution
  - Product
  - **Target market**
- Following are the elements of the marketing mix EXCEPT:
  - Pricing
- Which one of the following step in developing new product involves determining whether the product idea is compatible with company objectives, needs and resources on a general level?
  - Product development
  - **Screening**
  - Idea generation
  - Business analysis
- A market or an organization where a specific market plan is developed for each specific market or customer refers to which of the following organizations?
  - Functional organization
  - Geographic organization
  - Product management organization
  - **Customer management organization**
- The first step in the marketing control process is BEST described as one where the marketer performs which of the following activities?
  - Evaluates performance
  - **Measures performance**
  - Sets specific goals
  - Takes corrective action

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- In the process of buying routinely purchased items, buyers also the plays the role of which category?
  - Deciders
  - Gatekeepers
  - Influencers
  - **Buyers**
- Personal selling tries to achieve three general goals: finding prospects, convincing prospects to buy. Select another goal of personal selling from the following:
  - **Being aware of competitorssales activities**
  - Depending on one-sale customers
  - Avoiding repeat sales
  - Keeping customers satisfied
- Which of the following communication and promotion tools involve direct connections with customers aimed toward building customer-unique value and lasting relationships?
  - **Personal selling and direct marketing**
  - Public relation and publicity
  - E-commerce and E-business
  - Advertising and sales promotion
- In establishing sales promotion objectives, what does a marketer should always do?.
  - **Concentrate on activities that will increase consumer demand.**
  - Focus on consumers.
  - Be defensive in the methods used.
  - Align objectives with the organization\'s overall objectives
- Price is used to encourage buyers to try a new product or to purchase existing brands during periods when sales slow down (e.g., recessions). This illustrates the pricing objective of which one of the following options?
  - Gain market share
  - Achieve financial performance
  - Create product positioning
  - **Stimulate demand**
- An appropriate strategy to maximize efficiency of promotions is:
  - Revision of organization processes
  - Efficient store assortments
  - Integrate this activity into supply chain planning
  - **Efficient replacement**
- LG is going to introduce a new mobile set in the market. How the consumers will be aware of this product?
  - **By Promotion**
  - By Personal relationships

  - By Positioning
  - By People
- Which one of the following is an acronym of SWOT?
  - Strategyworking, opinion, tactical
  - **Strengthsweaknesses, opportunities, threats**
  - Strategywork, openness, toughness
  - Strategyweakness, opinions, tactics
- Ford Motors is producing a new van with four-wheel drive, which one of the following would be a likely variable for segmenting the market for this new model?
  - Religion
  - **Geographic location**
  - Income
  - Race
- "Provide more quality products and services without variation in the quality" refers to which of the following marketing functions?:
  - **Standardizing and grading**
- "Provide more quality products and services without variation in the quality" refers to which of the following marketing functions?:
  - Transporting
  - Storing
  - Selling
- An effective form of direct marketing today is using the 30-minute television advertising programs for a single product to get instant feedback from customers refers to which of the following concepts?
  - **TV advertising**
  - Infomercials
  - Home shopping TV
  - Publicity
- What is one way that a social class is NOT measured?
  - Occupation
  - Education
  - Income
  - **Number of children in family**
- Niche marketing is opposite to which one of the following concepts?
  - New Marketing exploration
  - Knowledge management
  - **Mass marketing**
  - Market intelligence

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- To reduce inventory management costs, many companies use a system where they carry only small inventories of parts or merchandise, often only enough for a few days of operation refers to which of the following concepts?
  - **Just-in-time logistics**
  - Limited inventory logistics
  - Economic order quantity
  - Supply chain managemen
- In which of the following methods of data collection consumers read questions from a computer screen and respond?
  - Personal interviewing
  - Computer interviewing
  - Telephone interviewing
  - **Mail questionnaires**
- All of the following are the forces of company's micro environment EXCEPT:
  - The company
  - The Supplier
- All of the following are the forces of company's micro environment EXCEPT:
  - Competitor
  - **Demographic**
- Which one of the following stage introduces a new product into the market?
  - Product Concept
  - Product Development
  - Test Marketing
  - **Commercializatin**
- What is our business? Who's our customer? What do our customers value? What should our business be? All these simple-sounding questions define which of the following concepts?
  - **Objectives and goals**
  - Mission statement
  - Business portfolio
  - Operational strategies
- An activity and/or material that offers added value or incentive to resellers, salespersons, or consumers. Which one of the following promotional tools offers added value?
  - **Advertising**
  - Personal selling
  - Publicity
  - Sales promotion
- The BCG growth-share matrix evaluates SBUs on which of the following two dimensions?

- Market ShareSales
- **Market growth raterelative market share**
- Market attractivenessmarket growth rate
- Market growth rateprofit

- In an ad, what is the second thing the reader notices?
  - Copy
  - **Illustration**
  - Headline
  - Color
- Checking ongoing performance against the annual plan and taking corrective action when necessary refers to which one of the following controls?
  - **Operating control**
  - Strategic control
  - Marketing control
- Checking ongoing performance against the annual plan and taking corrective action when necessary refers to which one of the following controls?
  - Tactical control
- A marketing manager of a large consumer foods company is studying distribution, promotion, and price of the company\'s product. Marketing manager is studying which one of the following concepts?
  - Marketing strategy
  - **Marketing mix**
  - Market offering
  - Marketing plan
- Which one of the following the “target audience” for an advertising campaign?
  - Information base on which to develop the campaign
  - Location and geographic distribution of persons
  - **Group of people toward whom the advertisements are directed**
  - Overall goal of the advertising campaign
- Which one of the following factor relates to family that influences consumer behavior?
  - Cultural
  - Social
  - **Personal**
  - Business
- When a firm sets out to analyze, plan, implement, and control sales force activities through sales force management. What does it set and design?
  - Sales territories
  - **Sales force strategies**
  - Team selling efforts

  - Promotional objectives
- Finance, research and development, purchasing and manufacturing are all activities of which element of the micro environment?
  - The supplier
  - The Competitor
  - **The company**
  - The public
- In SWOT analysis, threats and opportunities are part of which of the following environment?
  - Internal
  - Inside
  - **External**
  - Domestic
- A company can increase its business in four ways. Which is not one of these ways?
  - It can add new product linesthus widening its product mix.
  - It can lengthen its existing product lines.
  - It can add more versions of each product and thus deepen its product mix.
  - **The company can discontinue some of its lines.**
- All of the following are major steps in developing new products EXCEPT:
  - Test marketing
  - **Evaluation of competitors**
  - Business analysis
  - Idea generation
- Which one of the following step is the first step of research?
  - **Defining the problem and research objectives**
  - Developing the research plan
  - Implementing the research plan
  - Interpreting and reporting the findings
- Maslow has a list of human needs from the most pressing to the least pressing. They include all of the following EXCEPT:
  - Physiological need
  - Safety need
  - **Need recognition**
  - Self-actualization
- ABC Company developed its successful new line of ketchup by observing and listening to its which of the following groups?
  - Employees
  - Sales force
  - **Customers**

- Suppliers

- The economic sacrifice made by a buyer to a seller for products or services refers to which one of the following price?
  - **Objective price**
  - Target price
  - Barter price
  - Transaction price
- Economic factors focus on which one of the following concepts?
  - **Level of economic development**
- Economic factors focus on which one of the following concepts?
  - Bureaucracy
  - Behavioral pattern
  - Stability of government
- All of the following are market-oriented mission statements, EXCEPT which one?
  - EBay's mission is to connect individual buyers and sellers online
  - Singapore Airlines is the world's largest airline
  - **Girl Scouts of America"where girls grow strong"**
  - Wal-Mart"we deliver low prices everyday"
- Record system that provides current data on sales, costs, inventories, cash flows, accounts receivable and payable refers to which of the following data?
  - Internal data
  - External data
  - Secondary data
  - **Primary data**
- Which of the following statements about how product considerations affect pricing is true?
  - A retailer should use the same techniques for pricing a designer swimsuit as it used to price a pair of sunglasses.
  - The homogeneity of consumer products strongly affects pricing decisions
  - The same strategy would be used for pricing a new device for checking a baby\'s temperature and cloth diapers.
  - **A skimming policy is appropriate early in the product life cycle when demand is price inelastic**
- The environment that is made up of institutions and other forces affecting society's basic values, perceptions, preferences and behaviors shows which of the following environment?
  - **Cultural environment**
  - Fictitious environment
  - Natural environment

  - Political environment
- A retailer in an organization that purchases products for the purpose of reselling them to:
  - Other retail organizations
  - The government
  - **Ultimate consumers**
  - Wholesalers
- A company decides on its promotion budget by using four common methods to set the total budget for advertising. What is NOT one of these methods?
  - **The affordable method**
  - The percentage-of-sales method
- A company decides on its promotion budget by using four common methods to set the total budget for advertising. What is NOT one of these methods?
  - The integrated method
  - The competitive-parity method
- Collection of raw facts refers to which of the following options?
  - Information
  - **Data**
  - Results
  - Reports
- All of the following are the customer markets EXCEPT which of the following?
  - Reseller markets
  - **Government markets**
  - International markets
  - Business markets
- At least how many parties should be included in "Exchange"?
  - **Two**
  - Three
  - Four
  - Five
- Order processing, inventory management, materials handling, warehousing, and transportation fall under which of the following activities?
  - **Wholesaling**
  - Retailing
  - Physical distribution
  - Channel management
- A situation where potential suppliers quote a confidential price to the buyer refers to which one of the following options?
  - Price fixing

  - **Competitive bidding**
  - Rapid penetration
  - Slow skimming
- What can we say about the size of the business market compared to consumer markets?
  - It is same
  - It is smaller
  - It is huge
- What can we say about the size of the business market compared to consumer markets?
  - **No need to compare**
- Which one of the following is a key building block for developing and managing customer relationships?
  - Consumer expectations and customer satisfaction
  - Customer choices and product offers
  - Product performance and customer value
  - **Customer value and customer satisfaction**
- Which of the following tasks are included in marketing management?
  - Marketing analysis
  - Marketing planning
  - Marketing implementation
  - **All of the above**
- The Students Union is buying office equipment. For a supplier, the Students Union is an example of which one of the following markets?
  - A producer market
  - A reseller market
  - **An institutional market**
  - A government market
- Which one of the following group is not often perceived by the majority of potential buyers as typical consumers?
  - Habitual buyers
  - **Innovators**
  - Brand personalities
  - Reference groups
- Lobbying or building and maintaining relations with legislators and government officials to influence legislation and regulation are part of which one of the following options?
  - Outdated business ethics
  - Press relations
  - Press agencies
  - **Public relations**
- Which one of the following networks refers to the key drivers of the new economy?

- Intranet extranet
- Extranet internet
- Intranet internet
- **Intranetextranet & internet**

- Note:
- Answers are moved to right side…..

Time Left 64 sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 5 of 20 ( Start time: 06:56:09 PM )** **Total Marks:** 1

Now many organizations are seeking help from outside parties to handle online order fulfillment instead of handling their own operations .This is known as:

**Select correct option:**

- Order fulfillment
- Outsourcing
- Job sharing
- Supply chain management

Click here to Save Answer & Move to Next Question

Time Left 7 sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 6 of 20 ( Start time: 06:56:54 PM )** **Total Marks:** 1

Which of the following term is used as the indicator of missing information by the applicant while making selection decision?

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Solved by

SHINING STAR ($$)

**Select correct option:**

- Red flag
- Red alert
- High alert
- Alarming situation

Click here to Save Answer & Move to Next Question

Time Left 17 sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 7 of 20 ( Start time: 06:58:21 PM )** **Total Marks:** 1

Which of theses attributes can be listed in the job posting?

**Select correct option:**

- Qualification
- Supervisor
- Working schedule

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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All of the given options

Click here to Save Answer & Move to Next Question

oriented organizations always try to match the organization's goals with the:

**Select correct option:**

Sales of products

Supply of raw material

Abilities of employees

Advent of new technology

Click here to Save Answer & Move to Next Question

Quality Circles are also referred as _____ teams.

**Select correct option:**

Problem Solving

Self Managed

Virtual

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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None of the above

Time Left 18 sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 10 of 20 ( Start time: 07:02:06 PM )** **Total Marks:** 1

For every activity the employee engages in, he or she records the activity, along with the time in

**Select correct option:**

Log

Employee handbook

Personal diary

Charts

Click here to Save Answer & Move to Next Question

Time Left 21 sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 11 of 20 ( Start time: 07:03:22 PM )** **Total Marks:** 1

In which of the following area organizations are legally bound to maintain consistency in HR policies?

**Select correct option:**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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- Compensation system
- Training & development
- Safety measures
- None of the given options

Click here to Save Answer & Move to Next Question

Time Left 4 sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 12 of 20 ( Start time: 07:04:54 PM )** **Total Marks:** 1

After the choice has been made to extend a job tender, the next stage of the selection process involves the completion of

**Select correct option:**

- physical examination
- Permanent Job Offer
- Conditional Job Offer

Notification to Candidates:

Click here to Save Answer & Move to Next Question

Time Left 48 sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 13 of 20 ( Start time: 07:06:24 PM )** **Total Marks:** 1

Which of the following is NOT a part of Job specification?

**Select correct option:**

Employee's personality traits

Employee's responsibilities

Employee's educational background

Employee's work experience

Click here to Save Answer & Move to Next Question

Time Left 53 sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 14 of 20 ( Start time: 07:07:47 PM )** **Total Marks:** 1

Sana is a human resource manager and she has authority to ensure that all departments are complying with equal employment

opportunity laws. The authority exerted by sana in this situation is known as:

**Select correct option:**

- Line authority
- Staff authority
- Functional authority
- Perceived authority

Click here to Save Answer & Move to Next Question

Time Left 9 sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 15 of 20 ( Start time: 07:09:14 PM )** **Total Marks:** 1

Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?

**Select correct option:**

- In-basket technique
- Role playing

- Interview simulations
- Case study

Click here to Save Answer & Move to Next Question

Time Left 22 sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 16 of 20 ( Start time: 07:10:47 PM )** **Total Marks:** 1

_____application of HRIS includes development & modification of HR plans.

**Select correct option:**

- Administrative
- Operational
- Strategical
- Functional

Click here to Save Answer & Move to Next Question

Time Left 46

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 17 of 20 ( Start time: 07:12:17 PM )** **Total Marks:** 1

Which one statement is true about the teams?

**Select correct option:**

- Team members are not accountable at all.
- Team members hold themselves to be mutually accou
- Team's members are concerned with individual accou
- None of them

Click here to Save Answer & Move to Next Question

Time Left 24 sec(s)

**Quiz Start Time: 06:50 PM**

**Question # 18 of 20 ( Start time: 07:13:32 PM )** **Total Marks:** 1

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

**Select correct option:**

- Civil rights

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- Equal pay
- Worker compensation
- Age discrimination

Click here to Save Answer & Move to Next Question

Due to work force diversity, it has become a challenge for the manager to have grip on the _____ of all the workers working the organization.

**Select correct option:**

- Personality
- Education
- Potential
- None of the above

Click here to Save Answer & Move to Next Question

- Formal organizations are _____ organizations.
- Structured
- unstructured

- Spontaneous
- None
- **5) Ahmad applies for a job with org ABC, but he is not hired. He thinks that he is not selected due to discriminatory behavior of org ABC. If he records a compliant against ABC:**

Select correct option:

- He will win the case
- He will win only in case of no response from ABC.
- He will win the case if org abc is not able to give a legal reason for not hiring
- He will lose the case.
- **6) Career counseling is included in which of the functions of HRM?**

Select correct option:

- Compensation & benefits
- Planning and selections
- **Training & development**
- Maintaining HRIS
- 
- **8) Org abs is hiring the line managers for the vacant positions, which type of skill set they will prefer during hiring new candidates?**

Select correct option:

- **High level of technical education with least conceptual skills.**
- Lower level of technical skills with interpersonal skills
- Minimum conceptual skills with human skills
- High level of conceptual skills with least technical education
- **9) PIA fully sponsors Al-Shifa Trust, which offers aid and rehabilitation services to special children .At the same time PIA is providing help to non profit organizations. This is**

Select correct option:

- **Social responsibility of PIA**
- Liability of PIA
- Duty OF PIA
- LEGAL responsibility OF PIA

**10) Which of the following is a term that concerns with the development of the employees so that they may take immediate decision without resorting or waiting for the orders of the superiors?**

Select correct option:

- **Empowerment**
- Centralization
- Fringe Benefits
- None of the above

- 

Question # 1 of 15 ( Start time: 10:50:09 AM ) Total M a r k s: 1
The process by which people acquire skills & abilities required to perform jobs at hand, is known as:
Select correct option:

Learning

**Training**

Development

Need analysis

- 

Question # 2 of 15 ( Start time: 10:50:50 AM ) Total M a r k s: 1
Organization, where employees are provided with the opportunity to learn on continuous basis is known as:
Select correct option:

Formal

Informal

Bureaucratic

**Learning**

•

Question # 3 of 15 ( Start time: 10:51:37 AM ) Total M a r k s: 1
Job evaluation is conducted to develop:
Select correct option:

Compensation packages
**Training modules**
Organizational grapevine
Rules & policies

•

Question # 4 of 15 ( Start time: 10:52:24 AM ) Total M a r k s: 1
The invisible barrier that blocks females & minorities from ascending into upper levels of an organization, is termed as:
Select correct option:

**Gender discrimination**
Glass ceiling
Affirmative action
Stereotype

•

Question # 5 of 15 ( Start time: 10:52:51 AM ) Total M a r k s: 1
The process through which someone becomes aware of personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals is called ___.
Select correct option:

Organizational development
Career management
Career development
**Career planning**

•

Question # 6 of 15 ( Start time: 10:53:45 AM ) Total M a r k s: 1
The procedure of initiating a document that specifies job title, department, the date the employee is needed for work, and other details, is known as:
Select correct option:

Employee request
Employee appropriation

Employee requisition
Employee demand

- Question # 7 of 15 ( Start time: 10:54:50 AM ) Total M a r k s: 1
Who is the primary person responsible for doing the actual appraising of an employee's performance?
Select correct option:

**The employee's direct supervisor**
The company appraiser
The human resource manager
The EEO contact person

- Question # 8 of 15 ( Start time: 10:55:14 AM ) Total M a r k s: 1
Socialization process of newly hired employees is usually conducted by:
Select correct option:

Marketing department
**HR department**
Accounts department
All of the given options

- Question # 9 of 15 ( Start time: 10:55:34 AM ) Total M a r k s: 1
Which of the following term is said to be a part of Organizational Structure?
Select correct option:

Goal attainment
**Hierarchy level**
Performance standards
Supporting staff

- Question # 10 of 15 ( Start time: 10:55:58 AM ) Total M a r k s: 1
HR responsibilities of staff managers include
Select correct option:

assistance in hiring
rewarding, counseling
assistance in promotiion
**all given option**

- Question # 11 of 15 ( Start time: 10:56:13 AM ) Total M a r k s: 1
Which of the following defines the process of 'Recruitment'?
Select correct option:

Forecasting the demand of human resources

Forecasting the supply of human resources

**Discovering potential job candidates for a particular position**

Making a “hire” or “no hire” decisions

- 
- 
- Question # 12 of 15 ( Start time: 10:56:55 AM ) Total M a r k s: 1
  Charismatic leaders are those who have the ability to:
  Select correct option:

  Resolve every problem prevailing in the organization
  **Influence others in a desired manner**
  Command over larger number of employees
  Strictly impose the set rules

- Question # 13 of 15 ( Start time: 10:57:42 AM ) Total M a r k s: 1
  Which of the following term is used for locating the qualified candidates?
  Select correct option:

  Recruitment sources
  Recruitment leads
  **Recruitment pools**
  Recruitment personnels

- 

  Question # 14 of 15 ( Start time: 10:58:33 AM ) Total M a r k s: 1
  Impact of individuals' behavior in an organization is studied under:
  Select correct option:

  Organizational culture
  Organizational norms
  **Organizational behavior**
  Organizational rules

- 

  Question # 15 of 15 ( Start time: 10:58:50 AM ) Total M a r k s: 1
  The lifelong series of activities that contribute to a person’s career exploration, establishment, success, and fulfillment is called:
  Select correct option:

  Organizational development

  Career management

  Career development

  **Career planning**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

Question # 1 of 15 ( Start time: 11:01:10 AM ) Total M a r k s: 1
Organization, where employees are provided with the opportunity to learn on continuous basis is known as:
Select correct option:

Formal

Informal

Bureaucratic

**Learning**

Question # 2 of 15 ( Start time: 11:02:02 AM ) Total M a r k s: 1
Providing timely performance feedback, development assignments, and support are all part of the _____'s role in career development.
Select correct option:

**Individual**
Manager
Company
Human resource specialist

Question # 3 of 15 ( Start time: 11:03:24 AM ) Total M a r k s: 1
Which of the following defines the process of 'Recruitment'?
Select correct option:

Forecasting the demand of human resources

Forecasting the supply of human resources

**Discovering potential job candidates for a particular position**

Making a "hire" or "no hire" decisions

Question # 4 of 15 ( Start time: 11:04:22 AM ) Total M a r k s: 1
Which of the following practice involves the selling off portions of the company and making severe staff reductions?
Select correct option:

Redesigning
**Restructuring**
Organizational designing
Reengineering

- Question # 5 of 15 ( Start time: 11:04:58 AM ) Total M a r k s: 1
  Authority is classified among _____ levels of categories.
  Select correct option:

  2
  4
  6
  **3**

- Question # 6 of 15 ( Start time: 11:05:57 AM ) Total M a r k s: 1
  People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:
  Select correct option:

  Information collector roles
  **Task oriented roles**
  Relationship oriented roles
  Individual roles

- Question # 7 of 15 ( Start time: 11:06:49 AM ) Total M a r k s: 1
  several factors radically changed attitudes towards human resource information systems during
  Select correct option:

  During the 1960s and 1970s
  **During the 1970s and 1980s**
  During the 1990s and 2000s
  During the 1950s and 1960s

- Question # 8 of 15 ( Start time: 11:08:00 AM ) Total M a r k s: 1
  System used to collect, record, store, analyze, & retrieve data related to an organization, is termed as:
  Select correct option:

  IS (Information System)

  MIS (Management Information System)

  **HRIS (Human Resource Information System)**

  DBMS (Data Base Management System)

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- Question # 9 of 15 ( Start time: 11:08:49 AM ) Total M a r k s: 1
  For the selection of pilot, PIA's management took the written test based on the understanding & application of aeronautical engineering; under which category this test will fall?
  Select correct option:

  Reliable test

  Content-valid test

  **Criterion-valid test**

  Face-valid test

- Question # 10 of 15 ( Start time: 11:10:01 AM ) Total M a r k s: 1
  Employees quit the organizations at their own choice through
  Select correct option:

  **Outplacement, restructuring**
  Discharging, layoff
  Transfer, demotion
  Resigning, retirement

- Question # 11 of 15 ( Start time: 11:11:04 AM ) Total M a r k s: 1
  The inner drive that directs a person's behavior towards goal attainment is known as:
  Select correct option:

  Performance

  **Motivation**

  Need

  Attitude

- Question # 12 of 15 ( Start time: 11:11:53 AM ) Total M a r k s: 1
  Methods of Collecting Job Analysis Information include
  Select correct option:

  Interview
  Questionnaire
  Logs
  all of given option

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- Question # 13 of 15 ( Start time: 11:12:24 AM ) Total M a r k s: 1
  As being part of an organization, it is an employee's _____ to align his/her actions according to the set rules & policies.
  Select correct option:

  Right
  **Responsibility**
  Task
  Contractual right

---

- Question # 14 of 15 ( Start time: 11:13:14 AM ) Total M a r k s: 1
  Which of the following skill/s is/are required for an effective team?
  Select correct option:

  Problem-solving skills
  Technical skills
  Interpersonal skills
  **All of the given options**

- Question # 15 of 15 ( Start time: 11:13:50 AM ) Total M a r k s: 1
  The physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:
  Select correct option:

  Exhaustion
  **Burnout**
  Collapse
  Fatigue

Planning, organizing, staffing, leading and controlling represent the:

**Your Answer:** Globalization movement.

**Correct Answer:** Management process.

Incorrect. Globalization is the tendency to move manufacturing and markets abroad.

Be cognizant of the basic functions that all managers perform.

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

---

**2.** INCORRECT

The bottom line of managing is:

**Your Answer:** Exerting authority.
**Correct Answer:** Getting results.

Incorrect. Authority is the right to direct the work of others.

What are the main goals of all managers?

---

**3.** CORRECT

Which of the following is not a right bestowed by a manager's authority?

**Your Answer:** None of the above.

Correct. Authority includes all the named rights.

---

**4.** INCORRECT

A(n) _____ manager is always someone's boss and issues orders down the chain of command.

**Your Answer:** Functional
**Correct Answer:** Line

Incorrect. Functional control is a duty of a manager.

Review the aspects of line authority and of staff authority.

---

**5.** INCORRECT

HR's employee advocacy role includes all the following except:

**Your Answer:** Implied authority, functional control, line authority.
**Correct Answer:** Creating a learning organization.

Incorrect. These are three distinct functions of HR.

Review HR's service functions.

---

**6.** INCORRECT

The tendency of firms to extend sales, ownership and manufacturing to new markets abroad is:

**Your Answer:** Exporting jobs.
**Correct Answer:** Globalization.

Incorrect. This action is prompted by competitive pressures.

Familiarize yourself with the changing environment of HR management.

---

**7.** INCORRECT

Increased globalization results in:

**Your Answer:** Non-traditional jobs.
**Correct Answer:** Increased competition.

Incorrect. The nature of work is changing the numbers of workers needed by firms.

Understand the effects of globalization on business firms.

---

**8.** INCORRECT

Negative results of increased globalization are:

**Your Answer:** Technological advancements.
**Correct Answer:** Exporting jobs.

Incorrect. Technology is changing the nature of work.

Review the impact of globalization on the labor force.

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

---

**9.** CORRECT

The knowledge, education, skills, and expertise of workers is collectively known as:

**Your Answer:** Human capital.

Correct. The term denotes the knowledge, skills, education and expertise of workers.

---

**10.** CORRECT

A company's _____ is its plan for balancing internal strengths and weaknesses with external opportunities and threats.

**Your Answer:** Strategy.

Correct. Refers to a firm's plan for maintaining its competitive advantage.

---

**11.** INCORRECT

Human resources creates value for the firm by:

**Your Answer:** Measuring employee behaviors.

**Correct Answer:** Engaging in activities that produce needed employee behaviors.

Incorrect. The HR Scorecard measures behaviors but does not produce them.

Determine the purpose of the HR Scorecard.

---

**12.** CORRECT

Planning, organizing, staffing, leading and controlling are elements of the management process.

**Your Answer:** True

Correct. All managers perform these basic functions.

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

---

**13.** CORRECT

Failing to motivate subordinates can prevent getting desired results despite brilliant plans and building modern production facilities.

**Your Answer:** True

Correct. A manager can fail to get results by not properly motivating subordinates.

---

**14.** INCORRECT

Managers who are in charge of accomplishing the organization's basic goals are staff managers.

**Your Answer:** True
**Correct Answer:** False

Incorrect. Line managers are authorized to direct the work of subordinates.

---

**15.** CORRECT

HR managers usually exert line authority, staff authority, and functional control simultaneously in an organization.

**Your Answer:** True

Correct. HR managers exert line authority within HR, advise line managers, and coordinate personnel activities.

---

**16.** INCORRECT

The heart of an HR manager's job is playing an employee advocacy role.

Incorrect. The employee advocacy role is one of an HR manager's service functions.

---

**17.** CORRECT

Ensuring that line managers implement HR objectives, policies and procedures is achieved by HR managers exerting line authority.

**Your Answer:** False

Correct. HR managers use functional control to achieve these goals.

---

**18.** INCORRECT

Globalization is partially responsible for firms increasingly using non-traditional workers.

**Your Answer:** False
**Correct Answer:** True

Incorrect. Using non-traditional workers is a method of reducing labor force expenses.

---

**19.** CORRECT

Human capital refers to the costs incurred in hiring and compensating qualified workers.

**Your Answer:** False

Correct. Hiring and compensating workers is an expense.

---

**20.** INCORRECT

A plan for balancing internal strengths and weaknesses with external opportunities and threats is a firm's strategy.

**Your Answer:** False
**Correct Answer:** True

Incorrect. A firm must balance internal strengths and weaknesses with external opportunities and threats to remain competitive.

---

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**21.** CORRECT

An HR Scorecard lists the proficiencies HR needs to implement the firm's strategic plan.

**Your Answer:** False

Correct. Proficiencies represent knowledge and skills in HR areas.

---

**22.** CORRECT

What a supervisor can and cannot say and do when a union is organizing its employees are governed by equal employment laws.

**Your Answer:** False

Correct. Labor laws specify what supervisors can and cannot say and do during union organizing efforts.

Title VII of the 1964 Civil Rights Act prohibits discrimination based on which of an employee's characteristics?

**Your Answer:** Sex.
**Correct Answer:** 2 and 3.

Incorrect. Sex is only one of the protected characteristics.

Title VII specifies several characteristics on which an employer cannot discriminate in any aspect of employment.

---

**2.** INCORRECT

Title VII of the 1964 Civil Rights Act prohibits discrimination by public or private employers of _____ or more employees.

**Your Answer:** 10
**Correct Answer:** 15

Incorrect. Title VII covers all private and public employers of 15 or more persons.

Title VII is specific about what employer

groups are mandated to obey its provisions.

---

**3.** INCORRECT

Title VII of the 1964 Civil Rights Act covers all of the following employers except:

**Your Answer:** State and local governments.
**Correct Answer:** All labor unions.

Incorrect. All state and local governments must comply with Title VII.

Examine the list of employer groups that are required to comply with the provisions of Title VII.

---

**4.** INCORRECT

The Office of Federal Contract Compliance Programs ensures compliance with the:

**Your Answer:** Uniform Guidelines.
**Correct Answer:** Executive Orders 11246 and 11375.

Incorrect. The Uniform Guidelines recommend procedures for the EEOC, Civil Service Commission, Department of Labor, and Department of Justice.

Be sure you understand the purpose of the OFCCP.

---

**5.** INCORRECT

Sexual harassment has been determined by various courts to be an act that violates the:

**Your Answer:** Pregnancy Discrimination Act.
**Correct Answer:** 1964 Civil Rights Act.

Incorrect. This Act prohibits discrimination based on pregnancy, childbirth, or related medical conditions.

Harassment on the basis of sex violates this item when such conduct has the purpose or effect of substantially interfering with a person's work performance or creating an intimidating, hostile, or offensive work environment.

---

**6.** INCORRECT

Sexual harassment is defined as:

**Your Answer:** Requests for sexual favors.
**Correct Answer:** All of the above.

Incorrect. Look farther. This is only one element of the EEOC's definition.

Review the EEOC guidelines and what they consider to constitute sexual harassment.

---

**7.** INCORRECT

An employee can demonstrate that he or she is the victim of sexual harassment by proving which of the following elements?

**Your Answer:** Hostile environment by supervisors.
**Correct Answer:** All of the above.

Incorrect. Showing that a supervisor's advances interfere with work performance and create an offensive work environment is only one way to prove sexual harassment.

What are the ways by which an employee can be subjected to sexual harassment?

---

**8.** INCORRECT

The U.S. Supreme Court defined what constitutes unfair discrimination in:

**Your Answer:** (blank)

---

**9.** INCORRECT

Adverse impact may be evident when a selection rate for any racial, ethnic or sex group is less than _____ percent of the group with the highest selection rate.

**Your Answer:** 29
**Correct Answer:** 80

Incorrect. Less than 80 percent is considered to be the threshold for adverse impact.

Use the federal agencies' formula for calculating disparate rejection rates.

---

**10.** INCORRECT

Bona fide occupational qualification is essentially a defense to disparate impact based upon direct evidence of _____ discrimination.

**Your Answer:** (blank)

---

**11.** INCORRECT

Requiring employers to make an extra effort to hire and promote members of a protected group is:

**Your Answer:** Good faith effort.
**Correct Answer:** Affirmative action.

Incorrect. A good faith effort emphasizes identifying and eliminating obstacles to hiring and promoting women and minorities.

Compare mandatory management programs with voluntary management programs.

---

**12.** INCORRECT

Title VII of the 1964 Civil Rights Act prohibits discrimination on the basis of race, color, religion, sex, national origin or marital status.

**Your Answer:** True
**Correct Answer:** False

Incorrect. Title VII does not address martial status.

---

**13.** INCORRECT

Job discrimination complaints filed by individuals are investigated by the EEOC.

**Your Answer:** False
**Correct Answer:** True

Incorrect. The EEOC attempts conciliation when it finds reasonable cause that the charges are justified.

---

**14.** INCORRECT

Compliance with affirmative action requirements is enforced by the Office of Federal Contract Compliance.

**Your Answer:** False
**Correct Answer:** True

Incorrect. Executive Orders 11246 and 11375 require that certain federal contractors take affirmative action to ensure equal employment opportunity.

---

**15.** CORRECT

The Pregnancy Discrimination Act requires all employers to grant disability coverage to pregnant employees.

**Your Answer:** False

Correct. The Act is an amendment to Title VII that covers public or private employers of 15 or more persons.

---

**16.** CORRECT

Title VII of the Civil Rights Act considers that a male employee may not be guilty of sexually harassing a male co-worker.

**Your Answer:** False

Correct. The 1998 U.S. Supreme Court decision, ONCALE v. Sundowner Offshore Services, Inc., declared same-sex discrimination to be actionable under Title VII.

---

**17.** CORRECT

An employer that is unaware that a supervisor is sexually harassing an employee is exempt from liability.

**Your Answer:** False

Correct. EEOC guidelines state an employer is liable if it knew, or should have known, of the harassing conduct..

---

**18.** CORRECT

A discriminatory employment practice may be necessary and therefore is legal.

**Your Answer:** True

Correct. An employment practice must be job related if it has an unequal impact on members of a protected class.

---

**19.** INCORRECT

Burden of proof means that an employment practice adversely affects members of a protected class more than other employees.

**Your Answer:** (blank)

---

**20.** CORRECT

An employment practice that adversely affects members of a protected class more than other employees results in disparate impact.

**Your Answer:** True

Correct. Disparate impact claims do not require proof of discriminatory intent.

---

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**21.** CORRECT

A job's essential function is the reason the job exists or is a highly specialized function of the job.

**Your Answer:** True

Correct. A job function is essential when it is the reason the position exists.

---

**22.** INCORRECT

The Americans with Disabilities Act requires an employer to make reasonable accommodation for an employee who performs erratically because of a disability.

**Your Answer:** True

**Correct Answer:** False

Incorrect. An employer must make a reasonable accommodation only for a qualified individual.

---

**23.** CORRECT

An employer may justify intentional discrimination by an employment practice that is necessary for the business.

**Your Answer:** True

Correct. Employers may use the business necessity defense for a practice that has an adverse impact on members of a minority group, when justified.

---

**24.** INCORRECT

An employee may not file a discrimination suit unless reasonable cause is found by the EEOC's investigation.

**Your Answer:** True

**Correct Answer:** False

Two tangible products of the job analysis are:_____ and _____.

**Your Answer:** Process chart; job description
**Correct Answer:** Job description; job specifications.

Incorrect. Process chart not prepared from job analysis.

Job analysis produces information used for writing a list of what the job entails and what kind of people to hire for the job.

---

**6.** INCORRECT

Popular methods for gathering job analysis data are:

**Your Answer:** Diaries/logs.
**Correct Answer:** All of the above.

Incorrect. Only one of several methods used.

In practice, any one method may be used, or you could combine the techniques that best fit your purpose.

---

**7.** INCORRECT

The most widely used method for identifying a job's duties and responsibilities is the:

**Your Answer:** Observation.
**Correct Answer:** Interview.

Incorrect. Useful when jobs consist mainly of physical activities.

Several methods are popular, but almost all use this one alone or in combination with others.

---

**8.** INCORRECT

The main problem with obtaining job analysis data through interviews is:

**Your Answer:** Unassigned duties.
**Correct Answer:** Information distortion.

Incorrect. May be revealed through interviews.

This problem can result from outright falsification or from honest misunderstanding.

---

**9.** INCORRECT

Quantitative job analysis techniques do not include:

**Your Answer:** Functional job analysis.
**Correct Answer:** Diary/log.

Incorrect. Rates job on data, people, and things and four additional dimensions.

Compare quantitative methods with the various subjective/judgment methods.

---

**10.** INCORRECT

Identifying personal traits that validly predict which candidates will do well on the job is the goal of:

**Your Answer:** Standards of performance.
**Correct Answer:** Job specifications.

Incorrect. Standards employee is expected to achieve under each of job description's duties and

responsibilities.

Traits are identified through job analysis and resulting documents.

---

**11.** INCORRECT

Basing job specifications on statistical analysis is more _____ than a judgmental approach.

**Your Answer:** Difficult
**Correct Answer:** A and b

Incorrect. Method is more difficult, but not the primary reason for using it.

Review equal rights legislation in chapter 2.

---

**12.** INCORRECT

Encouraging employees not to limit themselves to what's on their job descriptions is:

**Your Answer:** Work teams.
**Correct Answer:** Dejobbing.

Incorrect. Organizes tasks around teams and processes rather than around specialized functions.

Jobs today are becoming more amorphous and more difficult to define.

---

**13.** INCORRECT

A detailed picture of work flow is shown by the organization chart.

**Your Answer:** True
**Correct Answer:** False

Incorrect. A detailed picture of work flow is shown by the process

chart.

---

**14.** INCORRECT

Supervisor interviews are best used to collect job analysis data when groups of employees have the same or similar jobs.

**Your Answer:** True
**Correct Answer:** False

Incorrect. Group interviews are best used in this situation.

---

**15.** INCORRECT

The questionnaire is a quick and efficient way to obtain information from a large number of employees.

**Your Answer:** (blank)

---

**16.** CORRECT

A standardized method of quantitatively rating, classifying, and comparing different jobs is achieved by use of the DOL job analysis procedure.

**Your Answer:** True

Correct. The procedure assigns a data, people, and things rating to each job.

---

**17.** CORRECT

Job specifications identify the type of person to recruit for a specific job.

**Your Answer:** True

Correct. Utilizes data in job description to determine what

human traits and experience are needed.

---

**18.** INCORRECT

The most difficult but legally defensible method of identifying job specifications is statistical analysis.

**Your Answer:** False
**Correct Answer:** True

Incorrect. Also the more difficult approach.

---

**19.** INCORRECT

Systematically moving workers from one job to another is job enlargement.

**Your Answer:** True
**Correct Answer:** False

Incorrect. Describes job rotation.

---

**20.** CORRECT

Redesigning jobs to provide workers with feelings of achievement and recognition is job enrichment.

**Your Answer:** True

Correct. Enables worker to plan and control own work instead of it being controlled by outsiders.

---

**21.** INCORRECT

Broadening a job's responsibilities and not limiting employees to what's on their job descriptions is job enrichment.

**Your Answer:** True

**Correct Answer:** False

Incorrect. Describes dejobbing.

---

**22.** CORRECT

Demonstrable characteristics of a person that enable work performance are known as competencies.

**Your Answer:** True

Correct. These are observable and measurable behaviors.

---

**23.** INCORRECT

Observable and measurable behaviors that comprise part of a job are known as performance management.

**Your Answer:** True
**Correct Answer:** False

Incorrect. They are known as competencies

The first step in the recruiting and selection process is:

**Your Answer:** Application form.
**Correct Answer:** Employment (personnel) planning.

Incorrect This is The first step in the pre-screening process.

Personnel planning should be an integral part of the firm's strategic and HR planning processes. Plans to enter new businesses, build new plants, or reduce costs all influence the types of positions the firm will need to fill.

---

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**2.** INCORRECT

Planning for employment requirements requires forecasting:

**Your Answer:** Supply of outside candidates.

**Correct Answer:** All of the above.

Incorrect. Just one of the important forecasts that must be considered.

Management builds employment plans on basic assumptions about the future. Managers must decide whether to fill projected openings from within or from outside the firm.

---

**3.** INCORRECT

Studying variations in the firm's employment levels over several years is:

**Your Answer:** Ratio analysis.

**Correct Answer:** Trend analysis.

Incorrect. Means making forecasts based on the ratio between some causal factor and the number of employees required.

The purpose is to identify trends that might continue into the future and affect your staffing levels.

---

**4.** INCORRECT

Managers use _____ to determine which employees are available for promotion or transfer.

**Your Answer:** Computerized forecasts

**Correct Answer:** Qualifications inventories

Incorrect. Usually used to forecast needs for numbers of employees.

The main task of estimating the likely supply of candidates to fill openings is to

determine which current employees might be qualified for the projected openings.

---

**5.** INCORRECT

Advantage(s) of a centralized recruitment function include:

**Your Answer:** Easier to spread technology cost among departments.
**Correct Answer:** The greatest good to the greatest number of people.

Incorrect. Only one of several advantages.

Larger firms may conduct all recruiting company-wide from a central recruitment office or decentralize to the firm's various offices.

---

**6.** INCORRECT

Managers must assess the numbers of applicants attracted as well as:

**Your Answer:** Costs.
**Correct Answer:** Quality.

Incorrect. The costs of processing extra applicants may outweigh the benefits of being able to be more selective.

If more applicants are generated than there are positions to fill, the firm can be more selective. The problem is that more is not always better.

---

**7.** CORRECT

A firm's best source of candidates for a vacant position usually is:

**Your Answer:** Current employees.

Correct. It is often safer to promote

employees from within since you're likely to have a more accurate view of the person's skills.

---

**8.** CORRECT

Succession planning is most often used for:

**Your Answer:** Filling key positions.

Correct. The process of deciding how to fill the firm's most important executive positions.

---

**9.** INCORRECT

Types of employment agencies include all the following except:

**Your Answer:** Agencies associated with nonprofit organizations.

**Correct Answer:** Chamber of Commerce agencies.

Incorrect. Many public welfare agencies try to place people who are in special categories and most professional and technical societies have units that help members find jobs.

There are three types of employment agencies, some of which are supported by the U.S. Department of Labor.

---

**10.** CORRECT

Characteristics of contingent workers include all the following except:

**Your Answer:** Primarily are clerical workers.

Correct. It's estimated that 60% of the total U.S. temporary payroll is non-clerical.

---

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**11.** INCORRECT

The fastest growing labor force segment is:

**Your Answer:** Single mothers.
**Correct Answer:** Older workers.

Incorrect. The correct answer is older workers.

Workers aged 25 to 34 will decline over the next few years, reflecting fewer births in the 1960s-1970s.

---

**12.** INCORRECT

The first step in the pre-screening process usually is the:

**Your Answer:** Biodata items.
**Correct Answer:** Application form.

Incorrect. These are items that may be included on the application form.

Four types of information are collected by the completed form.

---

**13.** INCORRECT

Deciding what positions the firm must fill and how to fill them is succession planning.

**Your Answer:** True
**Correct Answer:** False

Incorrect. Succession planning is the process of deciding how to fill the company's most important executive jobs.

---

**14.** INCORRECT

Planning for employment requirements necessitate forecasting personnel needs, and the supply of inside and outside candidates that will be available.

**Your Answer:** False
**Correct Answer:** True

Incorrect. All three forecasts are needed for successfully planning for employment requirements.

---

**15.** CORRECT

Studying past years' employment level variations is conducting a trend analysis.

**Your Answer:** True

Correct. The purpose is to identify trends that might continue into the future.

---

**16.** INCORRECT

Graphically showing the relationship between two variables is done by trend analysis.

**Your Answer:** True
**Correct Answer:** False

Incorrect. A scatter plot shows graphically how two variables are related.

---

**17.** INCORRECT

The main task in determining which current employees might be qualified for projected openings is knowing their current qualifications.

**Your Answer:** False
**Correct Answer:** True

Incorrect. After determining staffing needs, you must estimate the likely supply of both inside and outside candidates.

---

**18.** CORRECT

Qualifications inventories contain data on

employees' ability to be promoted.

**Your Answer:** True

Correct. They also contain data on employees' performance records and educational backgrounds.

---

**19.** INCORRECT

Employee recruitment is becoming more important because of low unemployment rates.

**Your Answer:** True
**Correct Answer:** False

Incorrect. The number of new jobs added domestically is expected to diminish.

---

**20.** CORRECT

Measuring effectiveness depends upon the number of applicants attracted.

**Your Answer:** False

Correct. The employer needs to attract qualified applicants, not just applicants.

---

**21.** CORRECT

A recruiting yield pyramid calculates the number of applicants that must be generated to hire a sufficient number of employees.

**Your Answer:** True

Correct. This is the purpose of the recruiting yield pyramid.

---

**22.** CORRECT

Current employees are the best source of candidates for vacant positions because the cost of recruitment is eliminated.

**Your Answer:** False

Correct. Current employees are the best source because they are more committed to the employer and require less training.

---

**23.** INCORRECT

Analyzing key jobs, assessing candidates and selecting those who will fill key jobs is the process of qualifications inventories.

**Your Answer:** (blank)

---

**24.** CORRECT

Private employment agencies provide the most reliable screening and pre-testing for applicants.

**Your Answer:** False

Correct. Improper testing and screening by the agency could block potentially successful applicants from entering your applicant pool

Selecting the right employee is important to a firm and its managers because:

**Your Answer:** A manager's performance depends upon that of subordinates.

**Correct Answer:** All of the above

Incorrect. Though this is true, it is not the only reason.

Employees without proper skills and attributes won't perform effectively, and your own performance and the firm's will suffer.

---

**2.** CORRECT

A _____ test yields consistent scores when a person takes two alternate

versions of the same test.

**Your Answer:** Reliable

Correct. A reliable test is consistent. It yields consistent scores when a person takes to alternate forms or takes the same test on two or more different occasions.

---

**3.** CORRECT

A test's _____ is a measure of its reliability.

**Your Answer:** Internal consistency

Correct. An internal comparison estimate provides a measure of internal reliability of the test.

---

**4.** INCORRECT

A test's _____ shows it measures what it is supposed to measure.

**Your Answer:** Reliability
**Correct Answer:** validity

Incorrect. Refers to the test's consistency in measurements.

Refers to the correctness of the inferences that we can make based on the test.

---

**5.** INCORRECT

When performance on a test is an accurate predictor of performance on the job, this is evidence of the test's:

**Your Answer:** Reliability.
**Correct Answer:** Validity.

Incorrect. Only tells you that the test is measuring something consistently.

Consider: does the test accurately measure whether the applicant will be successful on the job?

---

**6.** INCORRECT

The first step in validating a selection test is to:

**Your Answer:** Choose the tests.
**Correct Answer:** Analyze the job.

Incorrect. A necessary step prior to administering the test, but not the first step.

Identify human traits and skills believe to predict success on the job and the standards of success.

---

**7.** CORRECT

A(n) _____ shows the relationship between test scores and job performance.

**Your Answer:** Expectancy chart

Correct. Presents the relationship between test scores and job performance graphically.

---

**8.** CORRECT

_____ tests measure what a person has learned and the person's abilities.

**Your Answer:** Achievement

Correct. Measure what a person has learned and the person's abilities.

---

**9.** INCORRECT

Participants in a _____ perform realistic management tasks under the observation of experts who appraise

each candidate's leadership potential.

**Your Answer:** Leaderless group discussion

**Correct Answer:** Management assessment center

Incorrect. Trainers give a leaderless group a discussion question and tell members to arrive at a group decision. It is a component of the management assessment center.

Work samples and simulations measure job performance directly by having applicants perform actual work duties or simulated work tasks.

---

**10.** INCORRECT

Employers should conduct pre-employment background investigations and reference checks to:

**Your Answer:** Uncover damaging information.

**Correct Answer:** 1 and 3

Incorrect. Only one of two important reasons for conducting such checks.

Employers have at least two main reasons for conducting background investigations and reference checks.

---

**11.** INCORRECT

To administer polygraph tests during an ongoing investigation, an employer must:

**Your Answer:** Show the employee had access to the property.

**Correct Answer:** All of the above.

Incorrect. Only one of the four standards that must be met.

Employers must meet four standards under the Employee Polygraph Protection Act of 1988.

---

**12.** INCORRECT

Pre-employment medical exams are administered for what purpose(s)?

**Your Answer:** To verify that the applicant meets the position's physical requirements.

**Correct Answer:** All of the above.

Incorrect. ADA permits exams during period between job offer and commencement of work if exams are standard practice for all applicants for that job category.

There are several reasons for pre-employment medical exams.

---

**13.** CORRECT

A manager's performance is dependent upon that of his/her subordinates.

**Your Answer:** True

Correct. Employees without the right skills and attributes won't perform effectively and your own performance and the firm's will suffer.

---

**14.** CORRECT

Hiring workers with criminal records without proper safeguards can be considered as negligent hiring.

**Your Answer:** True

Correct. Courts will find employers liable when employees with criminal records or other problems take advantage of opportunities to commit crimes.

---

**15.** INCORRECT

A test that yields consistent scores when a person takes it on different occasions is internal consistency.

**Your Answer:** True
**Correct Answer:** False

Incorrect. Internal consistency is a measure of a test's reliability.

---

**16.** CORRECT

Administering a test to the same people at different points in time and comparing their scores on test two with those on test one provides a retest estimate.

**Your Answer:** True

Correct. A method of estimating a test's consistency or reliability.

---

**17.** CORRECT

A valid test indicates that performance on the test predicts similar performance on the job.

**Your Answer:** True

Correct. Validity refers to evidence that the test is job related.

---

**18.** CORRECT

Demonstrating that a person who does well on a test also performs well on the job and vice versa is content validity.

**Your Answer:** False

Correct. Criterion validity demonstrates that those who do well on the test also do well on the job.

---

**19.** CORRECT

Human traits and skills that predict success on the job are predictors while criteria are standards by which success is measured.

**Your Answer:** True

Correct. Human traits and skills that predict success on the job are predictors.

---

**20.** INCORRECT

The degree of statistical relationship between test scores and employee performance is shown by a correlation analysis.

**Your Answer:** False
**Correct Answer:** True

Incorrect. The relationship is shown graphically with an expectancy chart.

---

**21.** INCORRECT

Work sampling tests are seldom used because they tend to be unfair to minorities.

**Your Answer:** True
**Correct Answer:** False

Incorrect. Work sampling measures how a candidate actually performs some of the job's basic tasks. It measures actual on-the-job tasks.

---

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**22.** INCORRECT

A purpose of reference checks is to discover unfavorable information about an applicant.

**Your Answer:** False
**Correct Answer:** True

Incorrect The answer is true.

---

**23.** INCORRECT

Employers should conceal from the applicant their efforts at performing background checks so more truthful information may be uncovered.

**Your Answer:** True
**Correct Answer:** False

Incorrect. Employers should include on the application form a statement for applicants to sign explicitly authorizing a background check.

---

**24.** INCORRECT

The Americans with Disabilities Act now prohibits employers from conducting pre-employment medical exams.

**Your Answer:** True
**Correct Answer:** False

Employers use _____ to make sure employees are working toward organizational goals.

**Your Answer:** Training
**Correct Answer:** Performance management

Incorrect. Training refers to the methods used to give new or present employees the skills they need to perform their jobs.

Training plays a key role in the performance management process.

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

---

**3.** INCORRECT

Employers can increase a trainee's motivation to learn by:

**Your Answer:** Allowing the trainee to make errors.

**Correct Answer:** All of the above.

Incorrect. The employer can take several steps to increase the trainee's motivation to learn.

Training is futile if the trainee lacks the ability or motivation to benefit from it.

---

**4.** CORRECT

Studying a job to determine what specific skills it requires is:

**Your Answer:** Task analysis.

Correct. Task analysis is a detailed study of the job to determine what specific skills the job requires.

---

**5.** INCORRECT

Verifying that a performance deficiency exists and identifying the means for correcting it is done through:

**Your Answer:** Task analysis.

**Correct Answer:** Performance analysis.

Incorrect. Task analysis is a detailed study of the job to determine what specific skills the job requires.

The first step usually is to compare the person's performance to what it should be.

---

**6.** CORRECT

Advantages of on-the-job training include the following except:

**Your Answer:** It is expensive.

Correct. OJT is relatively inexpensive.

---

**7.** CORRECT

With _____ training, people become skilled workers through a combination of classroom instruction and OJT.

**Your Answer:** Apprenticeship

Correct. Apprenticeship training is a structured process by which people become skilled workers through a combination of classroom instruction and OJT.

---

**8.** INCORRECT

The main advantage of programmed learning is that:

**Your Answer:** It presents facts and follow-up questions.
**Correct Answer:** It reduces training time.

Incorrect. A feature of programmed learning, but not a main advantage.

Programmed learning consists of three parts: presenting questions, facts, or problems to the learner; allowing the person to respond; and providing feedback on the accuracy of answers.

---

**9.** INCORRECT

Trainees learn off the job with equipment they will use on the job when participating in _____ training.

**Your Answer:** Computer-based
**Correct Answer:** Simulated

Incorrect. The trainee uses computer-based and/or DVD systems to interactively increase knowledge or skills.

This is a necessity when it is too costly or dangerous to train employees on the job.

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

---

**10.** CORRECT

Any attempt to improve managerial performance by imparting knowledge, changing attitudes, or increasing skills is:

**Your Answer:** Management development.

Correct. Management development is any attempt to improve managerial performance by imparting knowledge, changing attitudes, or increasing skills to enhance the future performance of the company itself.

---

**11.** CORRECT

To bring about organizational change, managers must understand:

**Your Answer:** All of the above.

Correct. Bringing about organizational change requires at a minimum understanding all three things.

---

**12.** INCORRECT

Employee orientation can help new employees prevent making time-consuming or dangerous errors.

**Your Answer:** False
**Correct Answer:** True

Incorrect. This statement is true.

---

**13.** CORRECT

New employees are made to feel welcome, at home, and part of the team during training.

**Your Answer:** False

Correct. Training refers to the methods used to give new or present employees the skills they need to perform their jobs.

---

**14.** CORRECT

Employers use training to make sure employees are working toward the organization's goals.

**Your Answer:** False

Correct. Performance management is the process employers use to make sure employees are working toward organizational goals.

---

**15.** CORRECT

Establishing an effective training program begins with a needs analysis, followed by instructional design.

**Your Answer:** True

Correct. The needs analysis step identifies the specific job performance skills needs and develops performance objectives based on any deficiencies.

---

**16.** CORRECT

Management assesses a training program's successes or failures during the validation step.

**Your Answer:** False

Correct. Management assesses the program's successes or failures in the evaluation step.

---

**17.** INCORRECT

Determining what the job entails and breaking it into subtasks is the main task in analyzing new employees training needs.

**Your Answer:** False
**Correct Answer:** True

Incorrect. Analyzing current employees' training needs adds the task of deciding whether training is the solution.

---

**18.** CORRECT

Having a person learn a job by actually doing it is

apprenticeship learning.

**Your Answer:** False

Correct. Through apprenticeship training, people become skilled workers through a combination of classroom instruction and on-the-job training.

---

**19.** CORRECT

Computer-based training programs are more expensive than other methods, but reduce learning time.

**Your Answer:** False

Correct. Other advantages include instructional consistency, mastery of learning, increased retention, and increased trainee motivation.

---

**20.** CORRECT

Electronic performance support systems are analogous to job aids.

**Your Answer:** True

Correct. A job aid is a set of instructions, diagrams, or similar methods available at the job site to guide the worker. EPSS are today's job aids.

---

**21.** INCORRECT

Behavior modeling attempts to improve managerial performance by imparting knowledge, changing attitudes, or increasing skills.

**Your Answer:** True
**Correct Answer:** False

Incorrect. Behavior modeling involves showing trainees the right way of doing something, letting them practice that way, and giving feedback on their performance.

---

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

Organizational renewal usually begins with changing the firm's culture.

**Your Answer:** False

Correct. Cultural change is adopting new corporate values - new notions of what employees view as right and wrong, and what they should or shouldn't do.

Structural change involves reorganizing a firm's span of control, coordination, and decision-making procedures.

**Your Answer:** True

- A successful orientation should accomplish all the following except:

**Your Answer:** Make the employee feel welcome.
**Correct Answer:** Constitute an employment contract.

- Which of the following role a manager performs as a Resource allocator?

Select correct option:

**Interpersonal role**

Decisional role

Informational role

Supportive role

Question # 6 of 20 ( Start time: 01:32:08 AM )

The emigration of trained and talented individuals to other nations due to lack of opportunity or other reasons is known as _____.

Select correct option:

Job Insecurity

Outsourcing

Workforce diversity

**Brain Drain**

Question # 7 of 20 ( Start time: 01:32:50 AM )

Total M a r k s: 1

Staffing is a process of hiring qualified employees at the right place and at the right time, to achieve _____.

Select correct option:

Targeted sales goals

Individual career goals

Return on investment

**Organizational objectives**

Question # 8 of 20 ( Start time: 01:33:39 AM )

Total M a r k s: 1

Manufacturing was the main concern of personnel department during:

Select correct option:

**Mechanistic period**

Catalytic period

Organistic period

Strategic period

Question # 9 of 20 ( Start time: 01:34:07 AM )

Total M a r k s: 1

_____ is achieved by combining capital, raw material & human resource by an organization.

Select correct option:

Sales

Capital

Input

**Output**

Question # 10 of 20 ( Start time: 01:34:27 AM )

Total M a r k s: 1

Supervisors fall into the:

Select correct option:

Top-level

Middle-level

**First-line level**

Executive level

Question # 11 of 20 ( Start time: 01:34:42 AM )

Total M a r k s: 1

HRM is associated with the management of:

Select correct option:

General people

Labors only

**Organizational people**

Employers only

Question # 12 of 20 ( Start time: 01:34:58 AM )

Total M a r k s: 1

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

Select correct option:

Planning

Decentralization

Restructuring

**Outsourcing**

Question # 13 of 20 ( Start time: 01:35:28 AM )

Total M a r k s: 1

The cognitive component consists of a person's:

Select correct option:

Emotions

**Knowledge**

Attitude

Feelings

Question # 14 of 20 ( Start time: 01:36:07 AM )

Total M a r k s: 1

Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:

Select correct option:

Equal employment opportunity

**Affirmative action**

HR planning

Litigation process

Question # 15 of 20 ( Start time: 01:36:29 AM )

Total M a r k s: 1

Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?

Select correct option:

Affirmative action

Legal compliance

**Equal employment opportunity**

Stereotype

Question # 16 of 20 ( Start time: 01:37:46 AM )

Total M a r k s: 1

An organization operates in:

Select correct option:

An isolated system

A closed system

A clogged system

**An open system**

Question # 17 of 20 ( Start time: 01:38:17 AM )

Total M a r k s: 1

_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

Select correct option:

Norm

Perception

**Role**

Stereotyping

Question # 18 of 20 ( Start time: 01:38:44 AM )

Total M a r k s: 1

People can be more productive while working in:

Select correct option:

Isolation

**Groups**

Crowd

None of the given options

Question # 19 of 20 ( Start time: 01:39:02 AM )

Total M a r k s: 1

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
## Solved by
## SHINING STAR ($$)

Which of the following component consists of a person's beliefs, opinions, knowledge, and information?

Select correct option:

Affective component

**Cognitive component**

Behavioral component

Objective component

Question # 20 of 20 ( Start time: 01:39:51 AM )

Total M a r k s: 1

Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?

Select correct option:

Backlash

Mistrust

**Cohesiveness**

Stereotyping

- 
- . Which of the following personality characteristics are associated with people who are likely to exhibit violent behavior on the job?

  **a. Neurotic**

  b. Optimistic

c. Extraverted

d. Type A

2. Which of these suggestions is an effective way to deal with stress?

a. Meditation

b. Exercise

c. Talking with others

**d. All of the given options**

3. In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

a. Chief executive officer

**b. Chief safety officer**

c. Occupational safety and health officer

d. Chief operations officer

4. Who distinguished between intrinsic motivation and extrinsic motivation?

a. Frederick Taylor

b. Frederick Herzberg

c. David McClelland

**d. Edward Deci**

5. Which of the following is categorized as an indirect payment portion of employee compensation?

a. Wages

b. Salaries

**c. Employer-paid insurance**

d. Commissions

6. Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?

**a. Family relationships**

b. Work performance

c. Your attention to safety

d. All of the given options

7. Unemployment benefits are typically about _____ percent of a person's earnings and last for_____.

**a. 50; 26 weeks**

b. 75; 1 year

c. 100; 2 years

d. 25; 4 weeks

8. Unsafe acts can be reduced through all of the following methods except:

**a. Job rotation**

b. Screening

c. Training

d. Incentive programs

9. Which of these is the most common type of retirement plan?

**a. Defined benefit**

b. ERISA

c. Defined contribution

d. Money purchase plan

10. Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg's Two-Factor theory?

a. Pay increases are a powerful long-term motivator

**b. Inadequate monetary rewards are a powerful dissatisfier**

c. Monetary rewards are more important than non-monetary rewards

d. Pay can never be used as a motivator

11. Which pattern of communication is the quickest way to send a message?

a. The circle

b. The chain

c. The Y

**d. The wheel**

12. Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?

a. An unhappy marriage

b. Ongoing money problems

c. Dissatisfaction with a job

**d. All of the given options**

13. The relative position of an organization's pay incentives compared to other companies in the same industry is known as:

a. Pay structure

b. Pay appraisal

**c. Pay level**

d. Pay feedback

14. Poor quality lateral communication will result in which of the following?

a. Lack of direction

**b. Lack of coordination**

c. Lack of delegation

d. Lack of control

15. Which of the following is a health hazard in the work place?

a. Uncollected waste paper

b. Heavy object

c. Frayed crypt

**d. All of the given options**

16. Managers can motivate people to avoid performing dysfunctional behaviors by using:
I. Extinction
II. Punishment
III. Negative reinforcement

a. I, II, III

b. I and III

c. II and III

**d. I and II**

17. Workers' compensation benefits fall into all of these major categories except:

a. Medical care

**b. Retirement benefits**

c. Disability income

d. Death benefits

18. Expectancy theory focuses on the relationships between which three factors?

a. Needs, effort and persistence

b. Needs, performance and inputs

c. Inputs, performance and outcomes

**d. Needs, performance and outcomes**

19. A horizontal extension of the object to increase task variety is called:

a. Job evaluation

b. Job enrichment

**c. Job enlargement**

d. Job rotation

20. Communication between two members of a project team from different function, but the same level of authority is _____ communication.

a. UP ward

b. Downward

**c. Lateral**

d. Diagonal

- Q1. HRM is associated with the management of;

A. General people

B. Financial resources

**C. Organizational people**

D. Community members

Q2. Cost of human resources refers to;

A. Company profits

B. Employee shares

**C. Salary packages**

D. Earned revenues

Q3. Top level managers require _____ skills the most;

A. Technical

B. Interpersonal

**C. Conceptual**

D. Mechanical

Q4. Matching the job description with the individuals' qualification is an important aspect of;

A. IS

B. MIS

**C. HRIS**

D. DBMS

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

Q5. HR managers are generally the _____ managers;

A. Line

B. Middle

**C. Staff**

D. Top

Q6. Manufacturing was the main concern of personnel department during;

**A. Mechanistic period**

B. Catalytic period

C. Organist period

D. Strategic period

Q7. SWOT Analysis is a tool for;

A. Determining organization's mission

B. Developing organizational goals

C. Formulating strategies

**D. Environmental scanning**

Q8. Jobs are identified & grouped while;

A. Planning

**B. Organizing**

C. Leading

D. Controlling

Q9. According to the Hawthorne studies, the productivity of employees;

A. Increased by increasing light

B. Decreased by decreasing light

**C. Increased by observing them**

D. No change in their productivity

Q10. Organizational goals should be;

**A. Achievable**

B. Ambiguous

C. Random

D. Vague

Q11. Which one of the following is NOT the source of workforce diversity?

A. Age

B. Gender

C. Education

**D. Resentment**

Q12. To anticipate the human resource needs of the organization based on some previous data or managerial judgment is known as;

**A. Demand forecasting**

B. Supplies forecasting

C. Financial forecasting

D. Sales forecasting

Q13. The thorough & detailed study regarding jobs within an organization is represented by;

**A. Job analysis**

B. Job description

C. Job specification

D. Job evaluation

Q14. A practice used by companies to assign their costly activities to outside providers,

(for the purpose of cost saving), rather than completing it internally is called;

A. Planning

B. Decentralization

C. Restructuring

**D. Outsourcing**

Q15. Organizational behavior depicts the;

A. Jargons used within the organization

**B. Collective behavior of an organization**

C. Effect of society's common behavior on an organization

D. Culture prevails in an organization

Q16. Leaders perform;

A. Decisional roles

B. Informal roles

C. Informational roles

**D. Interpersonal roles**

Q17. Organizations take inputs from its;

A. Rules & Policies

**B. Internal Environment**

C. External Environment

D. Legislations

Q18. As organizational activities are interrelated, it is said to be;

A. A closed system

B. An isolated system

**C. An open system**

D. A clogged system

MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
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Q19. Management sciences department is one of the _____ of the VU;

**A. System**

B. Subsystem

C. Board

D. Structure

Q20. Shifting from manual to computerized system is resulted due to;

A. Workforce diversity

**B. Technological advancement**

C. Stake holder's involvement

D. Globalization

- 
- **Human Resources Management (MGT-501)**

**MCQ 5**

1. _____ is the process of acquiring, training, appraising and compensating employees, attending to their labor relations, health and safety and fairness concerns.

a. Labor Relations

b. Organizational Behavior

**c. Human Resource Management**

d. Organizational Health and Safety Management

2. Which of these refers to the temporary, part-time and self-employed workers?

a. Internal labor force

**b. Contingent work force**

c. High-performance work systems

d. Downsized employees

3. Which basic function of management includes delegating authority to subordinates and establishing channels of communication?

a. Planning

**b. Organizing**

c. Leading

d. Staffing

4. Over the past 25 years, all of these areas of legal environment have influenced HRM except:

a. Equal employment opportunity legislation

b. Employees pay and benefits

**c. Employee competition legislation**

d. Job security

5. One of the most popular methods of increasing employee responsibility and control is _____.

a. Outsourcing

b. "Military model" of management

c. HRIS

**d. Work teams**

6. Which of these is a major dimension of HRM practices contributing to company competitiveness?

a. Compensating human resources

b. Acquiring and preparing human resources

c. Managing the human resource environment

**d. All of the given options**

7. How has technology changed HRM practices?

a. Recruiting using the web generates smaller, more focused applicant pools.

b. Employee training is offered through scheduled classes rather than on demand.

**c. Electronic resumes take less time to evaluate than paper resumes.**

d. None of the given options.

8. How do companies facilitate workforce diversity?

a. Rely on external support systems for minority workers.

b. Encourage employees to challenge the beliefs and values of other employees.

**c. Build in accountability through surveys and audits.**

d. Reinforce traditional values.

9. Employee involvement requires extensive additional HRM activity in which of these areas?

**a. Training**

b. Benefits

c. Labor negotiation

d. Marketing

10. Managers who meet designated goals are _____.

a. Assertive

b. Efficient

**c. Effective**

d. Entitled

11. David conducts new employee orientation for a large organization. His work is within which basic HRM function?

a. Management

b. Motivation

c. Career planning

**d. Training and development**

12. Employee relations specialists are involved in which of these activities?

**a. Handling employee complaints**

b. Working with position control specialists in compensation

c. Negotiating benefits packages

d. Coordinating interview schedules

13. The father of scientific management is _____.

a. Deming

b. Burns

**c. Taylor**

d. Hawthorne

14. A large organization is an EEO employer with an affirmative action plan. Which of these activities is performed as part of the plan?

a. All job applicants must have a recommendation from current or past employee

b. Insurance premiums from former employers of all applicants are analyzed

**c. Job requirements are determined based on skills, knowledge and abilities**

d. Job announcements are posted on the company bulletin board

15. Which of these items would be in the highest security category of a typical HRIS?

a. Employee name

b. Former employers

**c. Salary**

d. Work location

16. Which of these decreases in the labor supply is the easiest to predict?

a. Transfers-in

**b. Retirements**

c. Voluntary quits

d. Prolonged illnesses

17. Wal-Mart differentiates its business by offering the lowest prices. Offering the lowest prices is Wal-Mart's _____.

a. Functional strategy

**b. Competitive advantage**

c. Distinctive competence

d. Corporate strategy

18. _____ is the process of assessing progress toward strategic goals and taking corrective action as needed.

a. Strategic management

b. Strategic planning

**c. Strategic control**

d. Diversification

19. _____ is the right to make decisions, to direct the work of others and to give orders.

a. Leadership

**b. Authority**

c. Delegation

d. Management

20. Which of the following is considered a qualitative approach to job analysis?

a. Position analysis questionnaire

**b. Interviews**

c. Department of Labor approach

d. Functional job analysis

- Q1. Rewards offered to labors involved in production, are categorized as;

A. Salary

B. Fringe benefits

**C. Wage**

D. Commission

Q2. The goal of pre-retirement educational programs is to;

A. Improve job satisfaction

B. Increase employee commitment

C. Minimize medical claims from retirees

**D. Ease the transition from working life to retirement**

Q3. Organizations put maximum effort in measuring performance of organizational people because;

A. It makes procedures cost effective

**B. It helps in detecting the problems**

C. It leads to product innovation

D. It assists in implementing new technology

Q4. Willingness, capacity & opportunity to perform are said to be;

A. Performance outcomes

**B. Determinants of performance**

C. Performance appraisals

D. Types of performance standards

Q5. One of the major barriers to career advancement experiencing by working ladies

is;

**A. Difficulty in balancing work and family life**

B. Top management is usually male oriented

C. Lack of educational opportunities

D. Common perception that woman can not be better boss

Q6. Alternative work arrangements include all of the following EXCEPT;

A. Part-time work

B. Flexible hours

**C. On-site child care**

D. Job sharing

Q7. Mr. Ahmed is a cashier and he feels dissatisfied at work. What best justifies this situation?

**A. His job may not be structured to suit his preferences**

B. It involves physical toughness

C. It requires mental toughness

D. It involves too much customer interaction

Q8. The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.

A. Central tendency

**B. Leniency**

C. Strictness

D. Halo effect

Q9. The relationship between critical incident method & BARS (behaviorally anchored rating scale) is;

A. No relationship exists

B. Different methods to evaluate performance

**C. Both are similar PA methods**

D. Comparison method is used for PA, while BARS is related to training evaluation

Q10. What is another term for 360-degree feedback?

A. Feedback loop

**B. Multi-source assessment**

C. Upward feedback

D. Circle feedback

Q11. Standards are established to;

**A. Achieve desired outcomes**

B. Meet legal compliance

C. Achieve competitive advantage

D. Promote goodwill in market

Q12. The point method to evaluate job is an extension of;

A. Ranking method

**B. Factor comparison method**

C. Classification method

D. Point factor method

Q13. Job evaluation is based on the;

A. Physical skills required by the job

**B. Relative job worth for an organization**

C. Complexity of the job to perform

D. Conceptual skill required by the job

Q14. Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?

A. Peers

B. Customers

C. Top management

**D. Immediate supervisor**

Q15. Groups are called _____ if jobs are similar.

**A. Classes**

B. Grades

C. Scales

D. Roles

Q16. Train the raters prior to conduct the performance appraisal is an important responsibility of;

A. Top management

**B. HR department**

C. Line managers

D. Production department

Q17. Currently Organizations are providing benefits to their employees;

**A. To attract new blood in the organization**

B. To create stronger customer relationship

C. To enhance the market share

D. All of the above

Q18. Following are all examples of direct compensation EXCEPT;

**A. Pension**

B. Salary

C. Bonus

D. Income

Q19. One of the main flaws of Classification method to evaluate the jobs is;

A. It is an expensive method

B. Only beneficial for small organizations

C. Maximum probability of biasness

**D. Not useful when jobs are different**

Q20. Which of the following measurement methods rates employee performance? relative to other employees?

A. Graphic rating scale

**B. Comparative method**

C. Essay method

D. Critical incident method

- Appraisal of a worker's performance can be described as:
-
- a) Planning Activity
- b) Organizing Activity
- **c) Controlling Activity**
- d) Leading Activity
-
-
- 2) Hawthorne studies depict the effects of work environment on:
-
- **a) Human Behavior**

- b) Human Performance
- c) Human Satisfaction
- d) All the given options
-
-
- 3) Process of working with different resources to accomplish organizational goals is known as:
-
- a) Strategic management
- b) Human Resource management
- **c) Management**
- d) Team work
-
-
- 4) The concept of how a person behaves in a group can be attributed to:
-
- a) Thermodynamics
- **b) Group Dynamics**
- c) MBO (Management by objectives)
- d) Group Behavior
-
-
- 5) The study of Organizational Behavior is closely related to:
-

- a) Human Psychology
- b) Human Behavior in general
- **c) Human Behavior at work**
- d) Human-Machine Interaction
-
-
- 6) Essential component of an organization is:
-
- a) Team
- **b) Structure**
- c) Individual
- d) None of the given options
-
-
- 7) The whole is greater than the sum of its parts is known as:
-
- a) Efficiency
- b) Effectiveness
- c) Productivity
- **d) Synergy**
-
-
- 8) Virtual teams can contribute to better coordination among the team members because:
-

- **a) Technology brings them together on a forum.**
- b) Team members meet physically with each other
- c) Team members share views among themselves via communication links.
- d) Team members have the real time environment for interaction.
- 
- 
- 9) Setting standards should be left to the employee rather than organization leads to self controlling because:
- a) It follows the management by objective approach.
- b) It increases the productivity of the worker
- c) It increases the confidence of workers
- **d) Workers come up to the high standard since they have no pressure from his superiors.**
- 
- 
- 10) Which one is not basic component of OB (Organizational Behavior) Model?
- 
- a) Organization
- b) Group
- **c) Team**
- d) Individual
- Q-1: Job posting is:
  **1.Internal advertisement by an organization to attract candidates from the existing employees, against a vacancy.**
  2.The system of transferring existing employees to comparable new jobs available in the organization.
  3.An arrangement of in house training of employees for career advancement.
  4.Grouping together of a family of similar jobs, under a single title to establish uniformity of standards in controls and compensations.

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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## SHINING STAR ($$)

Q-2: Realistic job preview is a:

1.Technique for listing elements of job before selecting someone to perform it.
2.Performance appraisal technique.
**3.A selection device that enables the candidates to learn both the negative and positive information about the job and organization.**
4. None of the given options

Q-3: Job analysis can be performed in all of the following ways except:

**Observing hourly work**
Reviewing interviews conducted with departing employees
Studying diaries or daily journals that manager kept over a three-month period
Giving workers checklists to indicate which tasks on the list are performed during job execution

Q-4: Considering continuous process improvement activities in organizations,

Should “Zero defects” really be a goal?

1.Yes perfection is reasonable goal.
2.No, 0.1 percent errors can be corrected much more efficiently than they can be prevented
3.Yes most industries find this an attainable goal.
**4.Sometimes, for some mistakes, cost benefits can not be calculated**

- Q-5: Organizational efficiency is expressed as:

1.Planning for long-run goals
**2.Making the best use of scarce resources**
3.Goal attainment
4.Meeting deadlines

- -6: Goal setting is:

- 1.Top down process
2.Bottom up process
**3.A process of top down support and bottom up development**
4.A function of senior management

- Q-7: When the firm changes the way it operates, the process is known as:

1. Downsizing
2. Brain drain
**3. Restructuring**
4. Outsourcing

Q-8: Which one is not included in the hiring process?

- 1.Recruitment
  2.Socialization
  3.Selection
  **4.Job specification**

Q-9: Effectiveness is ----------

**1. Do right things**
2. Do things right
3. Productivity
4. All of the given options

Q-10: Extents of individual freedom and discretion employees have in performing their jobs is Known as

- 1.Capitation
  2. Flextime
  3.Empowerment
  **4.Autonomy**

- Which of the following measures are taken to assess the intensity of employees' satisfaction and their attitude toward the training program?

  Select correct option:

  **· Continuous feedback**
  · Profitability rate
  · Market share
  · Productivity levels

Question # 5 of 10 ( Start time: 10:58:34 AM ) Total M a r k s: 1

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

Select correct option:

· Formal
· Informal
· Bureaucratic
**· Learning**

Question # 6 of 10 ( Start time: 10:59:01 AM ) Total M a r k s: 1
Under which of the following no screening of applicant pool is conducted before making final selection?

Select correct option:

**· Walk-in applicants**
· Employee referrals
· Employment agency
· School placement
Question # 7 of 10 ( Start time: 10:59:49 AM ) Total M a r k s: 1
Which of the following is NOT a concern of Human Resource Development (HRD)?

Select correct option:

· Employee training
· Employee orientation
**· Employee rights**
· Employee appraisals
Question # 8 of 10 ( Start time: 11:00:59 AM ) Total M a r k s: 1(Solution courtesy Marina Khan)
Employee commitment has suffered in recent years because of:
Select correct option:

· Downsizing
· Training issues
**· Appraisals**
· Performance standards

Question # 9 of 10 ( Start time: 11:01:34 AM ) Total M a r k s: 1 (Solution courtesy Marina Khan)
The process through which someone becomes aware of personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals is called _____.

Select correct option:

· Organizational development
· Career management
**· Career development**
· Career planning

Question # 10 of 10 ( Start time: 11:03:04 AM ) Total M a r k s: 1
Following are the stages of socialization process, EXCEPT:

Select correct option:

· Pre-arrival stage
· Encounter stage
· Metamorphosis stage
**· Completion stage**

- Which performance appraisal technique lists traits and a range of performance?
-
- Select correct option:

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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- 
- Alternation ranking
- **Graphic rating scale**
- Management By Objective
- Paired comparison
- 
- Which of the following is part of an employee's role in his or her own career development?
- 
- Select correct option:
- 
- Providing timely performance feedback
- Participating in career development discussions
- **Establishing goals and career plans**
- Offering a variety of career options
- 
- _____ is achieved by combining capital, raw material & human resource by an organization.
- 
- 
- Select correct option:
- 
- Sales
- Capital
- Input

- **Output**
- 
- Decision regarding the delivery medium for training is made prior to which of the following step?
- 
- Select correct option:
- Evaluating the training program
- **Designing the contents of training to be delivered**
- Identifying whether the training is required or not
- Conducting need assessment to identify issues
- 
- Unofficial part of an organization formed on the basis of common interests is known as:
- 
- Select correct option:
- Formal organization
- **Informal organization**
- Bureaucratic organization
- Virtual organization
- 
- The re-arrangement of organizational structure & change in organizational culture is accomplished during:
- 
- Select correct option:
- Task analysis
- **Organizational analysis**

- Person analysis
- Management analysis
-
- Which of the following statement reflects the 'Age Discrimination Act' for workers?
-
- Select correct option:
- **At the age of 40 to 70, workers can not be retired by force**
- At the age below 18, workers can never be hired
- Having 10 years of experience, workers should be promoted
- Workers can never be rehired if retired once
-
- Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?
-
- Select correct option:
-
- Selection
- **Recruitment**
- Staffing
- Enrollment
-
- Providing training & development opportunities, and career information & programs, are all part of the _____'s role in career development.
-
- Select correct option:

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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- 
- Individual
- Manager
- **Supervisor**
- Company
- 
- Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?
- Select correct option:
- 
- 
- Counseling simulations
- Vocational interest test
- Role playing
- **Employment interview**
- 
- _____ is an obligation to perform certain tasks/activities.
- 
- Select correct option:
- 
- 
- Duty
- **Responsibility**
- Position

- Work
- 
- If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.
- 
- Select correct option:
- 
- 
- Performance
- Gaps
- **Effectiveness**
- Discrepancies
- 
- Studying organizational behavior helps managers:
- 
- Select correct option:
- 
- 
- To see the value of workforce diversity
- To analyze the efficiency of organization
- To analyze the efficiency of organization
- **To become more effective in society**
- 
- 

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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- 
- If a company is employing the fresh graduates as well as the professional experts, the management is said to be enhancing _____.
- 
- Select correct option:
- 
- 
- Stereotyping
- Variety
- **Diversity**
- Uniformity
- 
- The cognitive component consists of a person's:
- 
- Select correct option:
- 
- 
- Emotions
- **Knowledge**
- Attitude
- Feelings
- 
- Which of the given term is used to represent the segments of jobs held by an individual throughout his/her life time?
- 

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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- Select correct option:
-
-
- Responsibility
- **Career**
- Occupation
- Position
-
-
-
- Which of the following information is NOT collected through observation method while conducting job analysis?
-
- Select correct option:
-
-
- **Who is monitoring the task?**
- What task has done?
- How task has done?
- How long a task has taken to complete?
-
- The cognitive component consists of a person's:
-
- Select correct option:

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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- 
- 
- Emotions
- **Knowledge**
- Attitude
- Feelings
- 
- What is another term used for 360-degree feedback?
- 
- Select correct option:
- 
- 
- Feedback loop
- **Multi-source assessment**
- Upward reporting
- Round communication
- 
- 
- 
- Which one of the following is an outcome of 'organizing' function of management
- Select correct option:
- 
- 
- Organization’s strategy

- Motivation & commitment
- **Organization's structure**
- Performance measurement
-
- Which of the following is a stated outcome of 'Job Analysis'?
-
- Select correct option:
-
-
- Job description
- Job specification
- Job evaluation
- **All of the given options**
-
- Which of the following is MOST important to manage workforce diversity?
-
- Select correct option:
-
- Lower cohesiveness
- Support group
- **Top-level commitment**
- Resistance to change
-
- Training to the raters of performance appraisal is an important responsibility of:

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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- 
- Select correct option:
- 
- Top management
- **HR department**
- Line managers
- Production department
- 
- 
- Graphic rating scales are subjected to all of the following problems, EXCEPT:
- 
- Select correct option:
- 
- Halo effects
- **Complexity**
- Central tendency
- Leniency
- 
- Which of the following is responsible for implementing the developed strategies?
- 
- Select correct option:
- 
- 
- **Human resource**

- Physical resource
- Rules & policies
- Installed equipment
- 
- In which of the following area organizations are legally bound to maintain consistency in HR policies?
- 
- Select correct option:
- 
- Compensation system
- Training & development
- Safety measures
- **None of the given options**
- 
- How can companies provide career counseling, development advice, and therapy for employees seeking to grow in
- 
- their careers?
- 
- Select correct option:
- 
- **Provide career coaches**
- Encourage role reversal
- Establish a corporate campus
- Offer online career centers

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- 
- Which ONE of the following is not a part of Human Resource Development?
- 
- Select correct option:
- 
- Training
- **Education**
- Development
- Rewards
- 
- What type of screening mode is used to reduce absenteeism and establish a baseline for future insurance claims?
- 
- Select correct option:
- 
- 
- **Physical examinations**
- Personality tests
- Polygraph tests
- Substance abuse screening
- 
- 
- 
- Which of the following is part of the organization's role in an employee's career development?

- Select correct option:
- **Communicating the mission, policies, and procedures**
- Providing timely performance feedback
- Participating in career development discussions
- Seeking out career information
- Which of the following term is said to be a part of Organizational Structure?
- Select correct option:
- Goal attainment
- **Hierarchy level**
- Performance standards
- Supporting staff

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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- "On going process of evaluating & managing both the behavior & outcomes in the workplace" is known as;
- 
- Select correct option:
- 
- 
- Training & development
- **Performance appraisal**
- Compensation management
- Job analysis
- 
- 
- 
- Which performance appraisal technique lists traits and a range of performance?
- 
- Select correct option:
- 
- 
- Alternation ranking
- **Graphic rating scale**
- Management By Objective
- Paired comparison
- 
- 

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

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- HRIS helps managers to perform _____ more effectively & systematically.
- Select correct option:
- Management functions
- Controlling functions
- Planning functions
- **HR functions**
- 41. An employer who wishes to hire a recent immigrant should note the following related to U.S. immigration law:
- a. a person must be a U.S. citizen, or have started the naturalization process, to be lawfully employed in the U.S.
- **b. employers must verify eligibility for employment prior to hiring foreign-born applicants.**
- c. EEOC regulations do not apply to foreign-born workers.
- d. to be eligible for employment, immigrants must sign an oath of allegiance to the U.S.
- 42. A primary advantage of unstructured versus structured interviewing techniques is that:
- a. unstructured interviews take less time.
- **b. in an unstructured interview, the interviewer can ask follow-up questions and pursue points of interest as they develop.**
- c. unstructured interviews are in compliance with EEOC regulations, whereas structured interviews are not.
- d. unstructured interviews are more cost effective.
- 43. Which of the following types of interviews tend to be the most reliable and valid?
- a. unstructured interviews
- **b. structured interviews**

- c. stress interviews
- d. panel interviews
- 
- 
- 44. Factors that can undermine the usefulness of an interview include all of the following except:
- 
- a. not knowing the requirements of the job.
- **b. not knowing the job candidate.**
- c. being under pressure to hire.
- d. the effect of the order in which candidates were interviewed.
- 
- 45. Organizations wishing to ensure a suitable supply of employees for current and future senior or key jobs should consider implementing:
- 
- **a. succession planning.**
- b. work-life initiatives.
- c. higher compensation rates.
- d. a stress interviewing process.
- 
- 
- 46. HR professionals should know the following about unemployment insurance benefits:
- 
- a. benefits are not paid unless the employee submits to an exit interview.
- **b. firms are required to pay benefits only for employees dismissed through no fault of their own.**
- c. unemployment insurance benefits are not available to exempt employees.
- 
- d. in most cases, unemployment insurance benefits expire in eight weeks.
- 
- 
- 47. The primary purpose of new employee orientation is to:
- 
- a. help the new employee feel comfortable in the organization.
- b. reduce employee lawsuits.
- **c. provide new employees with basic information so that they can perform their jobs satisfactorily.**
- d. reduce turnover and absenteeism.
- 
- http://groups.google.com/group/vuZs
- 48. The best medium for recruiting blue-collar and entry-level workers is generally:
- 
- **a. the local newspaper.**
- b. nationally distributed newspapers.
- c. trade journals.
- d. the Internet.
- 
- 
- 49. Employers may wish to utilize employment agencies in the recruiting process because:

- a. it is generally less expensive to outsource recruiting than to do it in-house.
- **b. agencies can generally fill a particular opening more quickly than in-house HR departments.**
- c. agencies almost always provide higher quality candidates that those recruited by HR departments.
- d. candidates, not the prospective employer, are responsible for paying the agency's fees.

50. With regard to flexible work arrangements such as compressed work week programs and flextime, HR professionals should note that:

- **a. flexible work schedules generally have a positive effect on employee productivity, but may increase worker fatigue.**
- b. in shift work, a change to 12-hour shifts from 8-hour shifts creates more confusion, since there are fewer shift changes.
- c. flexible schedules are likely to increase absenteeism.
- d. as programs become more flexible, they are easier to administer.

51. Which of the following job analysis methods offers the most quantifiable measures of job duties?

- a. observation
- **b. the Position Analysis Questionnaire**
- c. a participant diary
- d. an interview

52. Which of the following job analysis methods quantifies job duties in the three specific areas of data, people, and things?

- a. the Department of Labor job analysis procedure
- **b. the Position Analysis Questionnaire**
- c. an unstructured interview
- d. a participant diary

53. An advantage of job analysis methods that use quantitative measures is that:

- **a. HR professionals can group together, and assign similar pay to, all jobs with similar scores, even if the jobs are very different.**
- b. methods that use quantitative measures are much less expensive than non-quantitative methods.
- c. quantitative measures never change, unlike non-quantitative measures.
- d. it is much easier to plan employee training programs if quantitative measures are used.

54. HR professionals should use multiple sources of information when conducting job analysis because:

**a. using only one source of information may lead to inaccurate conclusions.**
b. it is less expensive to use multiple sources.
c. quantifiable information is frequently erroneous.
d. it is less time-consuming to use multiple sources.

55. With regard to writing job specifications, HR professionals should know that:

a. identifying the specifications for trained workers is much more complex than for untrained workers.
**b. identifying the specifications for untrained workers is much more complex than for trained workers.**
c. job specifications are not needed for trained workers.
d. job specifications are not needed for untrained workers.

56. HR professional who based job specifications on statistical analysis rather than judgment should note that:

**a. basing job specifications on statistical analysis is a more defensible approach.**
b. basing job specifications on judgment is a more defensible approach.
c. neither approach is defensible.
d. statistical analysis involves examination of qualitative, rather than quantitative, data.

57. Systematically moving workers from one job to another is known as:

a. job enlargement.
b. job enrichment.
**c. job rotation.**
d. dejobbing.

58. Which of the following would be LEAST likely used when selecting staff for assignments outside the U.S.?

a. an adaptability screening test
b. the Overseas Assignment Inventory
c. a test of foreign language speaking ability
**d. an occupational preferences test**
http://groups.google.com/group/vuZs

59. An HR staffing plan would likely include all of the following EXCEPT:

- a. projected turnover.
- b. employee skills and quality.
- c. financial resources available to the HR department.
- **d. an analysis of the causes of absenteeism in the organization.**

- 60. Personnel replacement charts are primarily used for:

- **a. forecasting the supply of internal job candidates.**
- b. forecasting the supply of external job candidates.
- c. writing job descriptions.
- d. conducting exit interviews.

# . MGT 501 HRM

# . Green are correct

1) All of the following are External Environmental Factors except ?

- a) Legal Considerations
- b) The Labor Force
- c) Customers
- d) Corporate Culture

Correct!

- 2) The people who perform tasks in a wide variety of human resource-related areas are called?

- a) HR Executives
- b) HR Generalists
- c) HR Specialist
- d) All of the given options

Correct!

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- 3) A strategy intended to achieve fair employment by urging employers to hire certain groups of people who were discriminated against in the past is known as?

- a) Fair employment
- b) Equal Employment Opportunity (EEO)
- c) Affirmative action
- d) Employment discrimination

Correct!

- 4) Generally, the goal setting is a ?

- a) Top down process
- b) Bottom up process
- c) Process of top down support and bottom up development
- d) Function of senior management

Correct!

- 5) Following are the reasons for conducting job analysis except?

- a) Staffing workers
- b) Observing workers
- c) Training and Development
- d) Legal Considerations

Correct!

- 6) The method that uses the organization?s current level of employment as the starting point for determining future staffing needs is ?

- a) Zero Based Forecasting
- b) Bottom-Up Approach
- c) Forecasting Human Resource Availability
- d) None of the given options

Correct!

- 7) job analysis can be performed in all of the following ways except?

- a) Interviews conducted with departing employees
- b) Analyzing log books
- c) Observing hourly workers
- d) Giving workers checklist to indicate which tasks on the list are performed during job.

Wrong! The right answer was c).

- 8) What specific activities listed below are part of the organizing function?

- a) Giving each subordinate a specific task
- b) Recruiting prospective employees
- c) Training and developing employees
- d) Developing rules and procedures

Correct!

- 9) _____ are authorized to direct the work of subordinates?

- a) Staff managers
- b) Line managers
- c) Leaders
- d) Advisory board members

Correct!

- 10) What tactic will employers likely have to take to fill openings left by retiring employees?

- a) Instituting flexible work hours
- b) Providing elder care
- c) Hiring more women
- d) Rehiring retirees

Wrong! The right answer was d).

- 11) Following are the basic principles or conditions that facilitate learning except?

- a) Participation
- b) Relevance
- c) Feedback
- d) Education

Wrong! The right answer was d).

- 12) Career Development is:?

- a) A formal approach taken by an organization to help its people acquire the skills and experiences needed to perform current and future jobs.
- b) An employee?s progresses vertically upward in the organization from one specific job to the next.
- c) Both a vertical sequence of jobs and a series of horizontal opportunities.
- d) Self-understanding for future jobs. Then, the person is in a position to establish realistic goals and determine how to achieve these goals.

Correct!

- 13) _____ can provide an opportunity for the employee to share in decision making, to learn by watching others, and to investigate specific organizational problems.?

- a) Lectures & Seminars
- b) Assistant to Position
- c) Committee Assignments
- d) Simulations:

Correct!

- 14) _____ is a career-path method recognizing that technical specialists can and should be allowed to continue to contribute their expertise to a company without having become managers.?

- a) Demotion
- b) Lateral skill path
- c) Dual-career path
- d) None of the given options

Correct!

- 15) Training instruction for a small group, which employs such techniques as role-playing or simulation etc. and encounters give and take sessions and problem-solving techniques is called:?

- a) Career counseling
- b) Workshop
- c) Development Plan
- d) On the job training

Wrong! The right answer was b).

- 16) Barriers to career advancement include:?

- a) Lack of time
- b) Rigid job specifications
- c) Short-term focus
- d) All of the given options

Correct!

- 17) The basic skills possessed by the individual that are required to give certain performance are termed as:?

- a) Ability
- b) Motivation
- c) Experience
- d) Performance

Correct!

- 18) Using the _____ approach, managers evaluate organizational effectiveness?

- a) External resource
- b) Internal systems
- c) Technical
- d) Systems

Correct!

- 19) A career stage in which one begins to search for work and finds a first job is:?

- a) Exploration period
- b) Establishment period
- c) Middle stage

d) None of the given options

Wrong! The right answer was b).

- 20) Without proper feedback about an employee?s effort and its effect on performance, we run the risk of decreasing his/ her _____?

- a) Salary
- b) Experience
- c) Motivation
- d) Performance appraisal

Wrong! The right answer was c).

- 21) The ____ trust is based on the behavioral predictability that comes from a history of interaction?

- a) Deterrence-based
- b) Knowledge-based
- c) Identification-based
- d) None of the given options

Correct!

- 22) _____ is the process whereby union members vote out their union as their representative?

- a) Authorization card
- b) Representation certification
- c) Representation decertification
- d) Trade union election

Wrong! The right answer was c).

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- 23) We can define ____ as activities people perform to acquire, enhance, and use power and other resources to obtain their preferred outcomes in a situation of uncertainty or disagreement?

- [x] a) Organizational politics
- [ ] b) Executing authority
- [ ] c) Collective bargaining
- [ ] d) Position power

Wrong! The right answer was a).

- 24) Protection from discrimination, safe working conditions and union formulation are _____ rights, provided to employees?

- [ ] a) Contractual
- [ ] b) Individual
- [x] c) Statutory
- [ ] d) Organizational

Correct!

- 25) A situation in labor ? management negotiation whereby management prevents union members from returning to work is called _____?

- [ ] a) Grievance
- [ ] b) Strike
- [ ] c) Arbitration
- [x] d) Lockout

Correct!

- 26) The first formal stage of the disciplinary procedure is?

- a) Written Verbal Warning
- b) Written Warning
- c) Suspension
- d) Dismissal

Wrong! The right answer was b).

- 27) The cost associated with employee separations and turnover includes:?

- a) Recruitment & Selection costs
- b) Training cost
- c) Separation costs
- d) All of the given options

Wrong! The right answer was d).
undefined

- 28) The _____ leadership is a set of abilities that allows the leader to recognize the need for change, to create a vision to guide that change, and to execute that change effectively?

- a) Transformational
- b) Charismatic
- c) Autocratic
- d) Transactional

Wrong! The right answer was a).

- 29) According to _____, leaders may use different styles with different members of the same work group?

- a) Path-goal leadership
- b) Vroom-Jago-Yetton model
- c) Leader-member exchange theory
- d) The situational leadership theory

Correct!

- 30) Following the ____, discipline should be immediate, provide ample warning, be consistent, and be impersonal?

- a) Disciplinary rules
- b) Corrective action
- c) Punitive action
- d) Hot-stove rule

Wrong! The right answer was d).

- 31) _____ is the process of acquiring, training, appraising and compensating employees, attending to their labor relations, health and safety and fairness concerns?

- a) Labor Relations
- b) Organizational Behavior
- c) Human Resource Management
- d) Organizational Health and Safety Management

Wrong! The right answer was c).

- 32) Which of these refers to the temporary, part-time and self-employed workers?

- a) Internal labor force
- b) Contingent work force
- c) High-performance work systems
- d) Downsized employees

Wrong! The right answer was b).

- 33) Which basic function of management includes delegating authority to subordinates and establishing channels of communication?

- a) Planning
- b) Organizing
- c) Leading
- d) Staffing

Correct!

- 34) Over the past 25 years, all of these areas of legal environment have influenced HRM except: ?

- a) Equal employment opportunity legislation
- b) Employees pay and benefits
- c) Employee competition legislation
- d) Job security

Wrong! The right answer was c).

- 35) One of the most popular methods of increasing employee responsibility and control is _____?

- a) Outsourcing
- b) "Military model" of management
- c) HRIS
- d) Work teams

Correct!

- 36) Which of these is a major dimension of HRM practices contributing to company competitiveness?

- a) Compensating human resources
- b) Acquiring and preparing human resources

c) Managing the human resource environment

d) All of the given options

Correct!

- 37) How has technology changed HRM practices?

a) Recruiting using the web generates smaller, more focused applicant pools.

b) Employee training is offered through scheduled classes rather than on demand.

c) Electronic resumes take less time to evaluate than paper resumes.

d) None of the given options.

Wrong! The right answer was c).

- 38) How do companies facilitate workforce diversity?

a) Rely on external support systems for minority workers.

b) Encourage employees to challenge the beliefs and values of other employees.

c) Build in accountability through surveys and audits.

d) Reinforce traditional values.

Wrong! The right answer was c).

- 39) Employee involvement requires extensive additional HRM activity in which of these areas?

a) Training

b) Benefits

c) Labor negotiation

d) Marketing

Wrong! The right answer was a).

- 40) Managers who meet designated goals are _____?

- a) Assertive
- b) Efficient
- c) Effective
- d) Entitled

Correct!

- 41) David conducts new employee orientation for a large organization. His work is within which basic HRM function?

- a) Management
- b) Motivation
- c) Career planning
- d) Training and development

Wrong! The right answer was d).

- 42) Employee relations specialists are involved in which of these activities?

- a) Handling employee complaints
- b) Working with position control specialists in compensation
- c) Negotiating benefits packages
- d) Coordinating interview schedules

Wrong! The right answer was a).

- 43) The father of scientific management is _____?

- a) Deming
- b) Burns
- c) Taylor

d) Hawthorne

Correct!

- 44) A large organization is an EEO employer with an affirmative action plan. Which of these activities is performed as part of the plan?

- a) All job applicants must have a recommendation from current or past employee
- b) Insurance premiums from former employers of all applicants are analyzed
- c) Job requirements are determined based on skills, knowledge and abilities
- d) Job announcements are posted on the company bulletin board

Correct!

- 45) Which of these items would be in the highest security category of a typical HRIS?

- a) Employee name
- b) Former employers
- c) Salary
- d) Work location

Correct!

- 46) Which of these decreases in the labor supply is the easiest to predict?

- a) Transfers-in
- b) Retirements
- c) Voluntary quits
- d) Prolonged illnesses

Correct!

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- 47) Wal-Mart differentiates its business by offering the lowest prices. Offering the lowest prices is Wal-Mart?s _____?

- a) Functional strategy
- b) Competitive advantage
- c) Distinctive competence
- d) Corporate strategy

Correct!

- 48) _____ is the process of assessing progress toward strategic goals and taking corrective action as needed?

- a) Strategic management
- b) Strategic planning
- c) Strategic control
- d) Diversification

Wrong! The right answer was c).

- 49) _____ is the right to make decisions, to direct the work of others and to give orders?

- a) Leadership
- b) Authority
- c) Delegation
- d) Management

Wrong! The right answer was b).

- 50) Which of the following is considered a qualitative approach to job analysis?

- a) Position analysis questionnaire
- b) Interviews
- c) Department of Labor approach
- d) Functional job analysis

- 
- Most line managers are responsible
  Select correct option:
  line functions
  coordinative functions
  staff functions
  all of given option
- Which of the following is mandatory for the formation of an organization?
  Select correct option:
  An individual
  **Two or more individuals**
  A proprietor
  An employee
- Which of the following is not a component of Attitude?
  Select correct option:
  Cognitive Component
  Affective Component
  Behavioral Component
  **None of the above**
- 
- Atif's job is to recognize problem areas and implementing solutions. He is also responsible to select critical information from masses of data to direct the organization in the world of overflowing information. Which of the following skills are required to perform his job effectively?
  Select correct option:
  Conceptual skills
  **Human skills**
  Technical skills
  Interpersonal skills
- Groups and Teams are _____
  Select correct option:
  One and the same things
  **Different things**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- Which of the following statement best reflects the Job analysis?
  Select correct option:
  - Conceptual process
  - Written statement
  - **Recruitment method**
  - Legal clause
- Which of the following is a stated outcome of 'Job Analysis'?
  Select correct option:
  - Job description
  - Job specification
  - Job evaluation
  - **All of the given options**
- 
- An organization that carries out welfare projects in the locality where its business exists other than its core business activity is:
  Select correct option:
  - Socially Responsible organization
  - **NGO**
- _____application of HRIS includes development & modification of HR plans.
  Select correct option:
  - Administrative
  - Operational
  - **Strategical**
  - Functional
- Which one is not the component of the staffing function?
  Select correct option:
  - **Recruitment**
  - Strategic human resource planning
  - Staffing
  - Training and development
- Question # 1 of 10 ( Start time: 08:20:58 PM ) Total Marks: 1
- Organizational commitment can be developed through promoting
- Select correct option:
- **Shared Values page 48 corporate culture**
- Employee incentives Bonuses None of the above
- Question # 2 of 10 ( Start time: 08:21:40 PM ) Total Marks: 1
- Manager whose organizational function contributes directly to the achievement of
- organizational output at assembly line is called:
- Select correct option:
- **Line manager page # 50 line authority**
- Staff manager Personnel manager CEO
- Question # 3 of 10 ( Start time: 08:22:06 PM ) Total Marks: 1
- _____ is achieved by combining capital, raw material & human resource by

- an organization.
- Select correct option: Sales Capital Input
- **Output all above are inputs and their mixture will result in output**
- Question # 4 of 10 ( Start time: 08:22:54 PM ) Total Marks: 1
- The activities aimed at improving the internal work of teams is referred as
- Select correct option:
- **Team Building page # 197**
- Team Forming Team improving None of the above
- Question # 5 of 10 ( Start time: 08:23:39 PM ) Total Marks: 1
- Following are the functions of human resource information system except?
- Select correct option: Job descriptions and job specifications
- **Track hazardous materials. It tells only about human related info**
- swot analysis Compliance with EEO legislation
- Question # 6 of 10 ( Start time: 08:24:31 PM ) Total Marks: 1
- Formal organizations are _____ organizations.
- Select correct option:
- **Structured**
- Unstructured Irrational Spontaneous
- Question # 7 of 10 ( Start time: 08:24:52 PM ) Total Marks: 1
- Which of the following statement more accurately defines the committed workforce?
- Select correct option: They are always on time They are very hard working
- **They do their job as if they own the company**
- They do their jobs with out any mistake
- Question # 8 of 10 ( Start time: 08:25:38 PM ) Total Marks: 1
- How often HR planning process is implemented within an organization?
- Select correct option:
- **Continuously**
- Annually Bi-annually Quarterly
- Question # 9 of 10 ( Start time: 08:26:09 PM ) Total Marks: 1
- Quality oriented organizations always try to match the organization's goals with the:
- Select correct option: Sales of products Supply of raw material Abilities
- of employees
- **Advent of new technology**
- Question # 10 of 10 ( Start time: 08:26:50 PM ) Total Marks: 1
- Which of the following is not a component of the organization?
- Select correct option: Task People Structure
- **None of above**
- **Question # 1:**
- The process of ensuring that a qualified person is available to assume a managerial
- position once the position is vacant is called :
- **Succession Planning page # 59**
- Succession Development
- Human resource planning
- None of the given option
- **Question # 2:**
- Which of the following is NOT a source for both Skill and Ability?
- Knowledge

- Learning
- Experience
- **None of the above**
- **Question # 3:**
- HR department became the main force behind all changes during:
- Mechanistic period
- Catalytic period
- Organistic period
- **Strategic period**
- Question # 4 of 10 ( Start time: 08:31:46 PM ) Total Marks: 1
- Which of the following is NOT a function of HRM?
- Select correct option: To Attract People To Develop People To Motivate
- People
- **None of these**
- Question # 5 of 10 ( Start time: 08:32:32 PM ) Total Marks: 1
- Which of the following practice involves the selling off portions of the company and
- making severe staff reductions?
- Select correct option:
- Redesigning
- **Restructuring page # 39**
- Organizational designing
- Reengineering
- Question # 6 of 10 ( Start time: 08:33:38 PM ) Total Marks: 1
- HRM has a _____ link with the corporate strategy of the organization.
- Select correct option:
- **Direct**
- Indirect
- Question # 7 of 10 ( Start time: 08:34:07 PM ) Total Marks: 1
- Redesigning of an organization's processes, from materials Acquisition, to production, to
- marketing and distribution is called:
- Select correct
- option: Innovation Restructuring Reengineering Supply chain
- management
- Question # 8 of 10 ( Start time: 08:34:53 PM ) Total Marks: 1
- Groups and Teams are _____
- Select correct option: One and the same things
- **Different things page # 23**
- Question # 9 of 10 ( Start time: 08:35:21 PM ) Total Marks: 1
- Which of the following is the main focus of Organizational Behavior?
- Select correct option: Society Stockholders
- **People at work**
- Union
- Question # 10 of 10 ( Start time: 08:35:52 PM ) Total Marks: 1
- The basic OB model suggests the study of the organization at _____levels
- Select correct option:
- **Organization ,group and individual**
- group ,individual and hierarchical l Organization , group and

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- departmental None of given option
- Question # 1 of 10 ( Start time: 08:41:29 PM ) Total Marks: 1
- Many studies have shown that people are more committed to their jobs if:
- Select correct option:
- They work in isolation
- **Their participation is valued**
- They have high rank in the hierarchy
- They become the part of union
- Question # 5 of 10 ( Start time: 08:41:40 PM ) Total Marks: 1
- Org abs is facing unforeseen problems. Management has assigned the responsibility to
- AHMED for taking corrective measures to confiscate the problems. He is playing the role
- of :
- Select correct option:
- Monitor
- Spokesperson
- Disseminator
- **Disturbance handler**
- Question # 2 of 10 ( Start time: 08:41:44 PM ) Total Marks: 1
- The term "Cost of human resource" is used in spite of which of the following option?
- Select correct option:
- Cost of production
- **Rate of absenteeism** page # 03
- Complicated technology
- Outdated equipment
- Question # 6 of 10 ( Start time: 08:42:43 PM ) Total Marks: 1
- Which of the following is true?
- Select correct option:
- **All the Teams are Groups but every group is not a Team**
- All the Teams are not Groups but every group is a Teams
- Question # 3 of 10 ( Start time: 08:42:47 PM ) Total Marks: 1
- Which of the following reflects the relationship between MIS & HRIS?
- Select correct option:
- Both are same
- MIS is one aspect of HRIS
- **HRIS is one aspect of MIS**
- No relationship exists
- Question # 7 of 10 ( Start time: 08:43:08 PM ) Total Marks: 1
- The process which is used o fulfill any or all firms future positions from maintenance
- clerk to CEO is called :
- Select correct option:
- **Human resource planning**
- Planning
- Employment forecasting
- Strategic planning
- Question # 8 of 10 ( Start time: 08:43:43 PM ) Total Marks: 1
- Which one is the quality of informal group?
- Select correct option:

- **They are social in nature . page # 22**
- They have designated work assignments.
- They established by the organizations.
- They have predefined norms.
- Question # 4 of 10 ( Start time: 08:43:47 PM ) Total Marks: 1
- Which of following area is not covered under the study of OB?
- Select correct option:
- Perception
- **Learning**
- Compensation
- Motivation
- Question # 9 of 10 ( Start time: 08:44:49 PM ) Total Marks: 1
- HR Specialist May be a
- Select correct option:
- human resource executive
- manager
- non-manager
- **all given option page # 52**
- Question # 10 of 10 ( Start time: 08:45:21 PM ) Total Marks: 1
- Which one is the correct statement?
- Select correct option:
- **A group is not always a team.**
- A group is always a team
- The term Group and teams are interchangeable
- Teams and groups are synonyms
- Question # 7 of 10 ( Start time: 08:46:43 PM ) Total Marks: 1
- Brain Drain is term that refers to:
- Select correct option:
- **The lose of intellectual capital from the organization**
- The decline in the mental capacity of the work force
- The decline in the skills of the work force
- None of the above
- Question # 8 of 10 ( Start time: 08:47:15 PM ) Total Marks: 1
- which of them are known as simple work teams, consist of eight to ten volunteers from a
- common work area who meet to find solutions to specific problems.
- Select correct option:
- virtual teams
- Cross Departmental Team
- Process teams
- **Quality circles page # 24**
- Question # 9 of 10 ( Start time: 08:47:56 PM ) Total Marks: 1
- Which of the following is a term that concerns with the development of the employees so
- that they may take immediate decision without resorting or waiting for the orders of the
- superiors?
- Select correct option:
- **Empowerment**
- Centralization

- Fringe Benefits
- None of the above
- Question # 10 of 10 ( Start time: 08:48:41 PM ) Total Marks: 1
- Which one statement is true about the teams?
- Select correct option:
- Team members are not accountable at all.
- **Team members hold themselves to be mutually accountable. Page # 23**
- Team's members are concerned with individual accountability.
- None of them
- Question # 1 of 10 ( Start time: 08:50:39 PM ) Total Marks: 1
- Which one is true statement about groups?
- Select correct option:
- **A group in itself does not necessarily constitute a team.**
- A group is always a team.
- A group is like a team.
- Team and groups are same.
- Question # 2 of 10 ( Start time: 08:51:13 PM ) Total Marks: 1
- I think my friend is kind, charismatic, and funny. This statement shows
- the ___ component of attitude:
- Select correct option:
- Affective
- Behavioral
- **Cognitive thinking is just cognitive ,feeling is affective**, page # 17
- Affective and cognitive
- Question # 3 of 10 ( Start time: 08:52:14 PM ) Total Marks: 1
- Strategic human resource management play its role in following areas except :
- Select correct option:
- Environmental scanning
- Strategy formulation
- Competitive intelligence
- **Advertisement planning see page 61,62**
- Question # 4 of 10 ( Start time: 08:53:26 PM ) Total Marks: 1
- In which function the manager distributes authority among the workers .
- Select correct option:
- Planning
- Leading
- Controlling
- None of given option
- Question # 5 of 10 ( Start time: 08:54:08 PM ) Total Marks: 1
- An Affirmative action is:
- Select correct option:
- **An attempt to eliminate the effects of past discrimination**
- An attempt to sort out those who violate the code of conduct
- Question # 6 of 10 ( Start time: 08:54:33 PM ) Total Marks: 1
- Rules & policies are designed to protect:
- Select correct option:
- Employees

- Employers
- Managers
- **All of the above mentioned**
- Question # 7 of 10 ( Start time: 08:55:05 PM ) Total Marks: 1
- Personnel Management and Human Resource Management are:
- Select correct option:
- Different things
- **One and the same things page # 28**
- Question # 8 of 10 ( Start time: 08:55:53 PM ) Total Marks: 1
- Organizations should set the _ goals:
- Select correct option:
- **Attainable**
- Ambiguous
- Uncertain
- Random
- Question # 9 of 10 ( Start time: 08:56:50 PM ) Total Marks: 1
- Staffing is a process of hiring qualified employees at the right place and at the right time,
- to achieve_____.
- Select correct option:
- Targeted sales goals
- Individual career goals
- Return on investment
- **Organizational objectives see page 45**
- Question # 10 of 10 ( Start time: 08:57:34 PM ) Total Marks: 1
- Which of the following is NOT an Environmental Challenge for HRM?
- Select correct option:
- **Work Force Diversity**
- Technology
- Globalization
- Improving Quality
- Question # 1 of 10 ( Start time: 08:59:45 PM ) Total Marks: 1
- Which of the following terms correctly represents different types of managers?
- Select correct option:
- Executive, CEO, director
- Dimensional, functional, strategic
- Tactical, operational, functional
- **Tactical. operational, strategic see page # 8,9**
- Question # 2 of 10 ( Start time: 09:00:45 PM ) Total Marks: 1
- Which of them is not the reason of restructuring?
- Select correct option:
- Market dominance
- Economies of scale
- Technological advances
- **Earning per share**
- Question # 3 of 10 ( Start time: 09:01:53 PM ) Total Marks: 1
- A system that prohibits interaction with the world outside is termed as _____
- Select correct option:

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- **Closed System**
- Open System
- Question # 4 of 10 ( Start time: 09:02:26 PM ) Total Marks: 1
- Negative reaction of men for the career development of women is an Example of
- Select correct option:
- **Biasness**
- Backlash
- Resentment
- Backlash and discrimination
- Question # 6 of 10 ( Start time: 09:03:56 PM ) Total Marks: 1
- All the activities performed within an organization are:
- Select correct option:
- Independent
- Arbitrary
- Random
- **Interdependent**
- Question # 7 of 10 ( Start time: 09:04:29 PM ) Total Marks: 1
- Which of the following is not a function of HRM?
- Select correct option:
- Recruitment
- Training
- Procurement http://humanresource-power.blogspot.com/2010/10/procurementfunction.
- html
- **None of the above**
- Question # 8 of 10 ( Start time: 09:05:14 PM ) Total Marks: 1
- Within an Organizations people work:
- Select correct option:
- Individually
- **In hierarchy**
- Separately
- Independently
- Question # 9 of 10 ( Start time: 09:06:06 PM ) Total Marks: 1
- Organizational Citizenship is related with the:
- Select correct option:
- Performance of the employee
- Performance of the Organization
- **Nationality of the employees in the organization**
- None of the above
- Question # 10 of 10 ( Start time: 09:06:40 PM ) Total Marks: 1
- A staff handbook is a reference tool for managers and staff. . The handbook contains the
- information
- Select correct option:
- Personal conduct
- Terms and conditions
- Briefing and induction

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- **all of given options**
- Who is responsible to take corrective actions in response to unforeseen problems?
- Select correct option:
- Liaison
- **Disturbance-handler**
- Figurehead
- Decisions are made at the management level with _____ authority.
- Select correct option:
- **Functional**
- Line
- Staff
- Operational
- For calculating future staffing needs Ahmed the human resource manager at ABC is
- computing the number of employees in his firm at the end of each of last five years.
- Which of following forecasting method is being used by him?
- Select correct option:
- **Trend analysis**
- Regression analysis
- Ratio analysis
- None of them
- Authority is classified among _____ levels of categories.
- Select correct option:
- 2
- 4
- 6
- **3 page # 50**
- Which of the following are the 3 basic sets of skills, managers should possess?
- Select correct option:
- **Technical, interpersonal, conceptual**
- Human, conceptual, interpersonal
- Interpersonal, technical, human
- Technical, proffessional,mechanical
- PIA fully sponsors Al-Shifa Trust, which offers aid and rehabilitation services to special
- children .At the same time PIA is providing help to non profit organizations. This is:
- Select correct option:
- Liability of PIA
- Duty OF PIA
- **Social responsibility of PIA**
- Which one of the following is Not a benefit of workforce diversity?
- Select correct option:
- More innovation
- Better Problem solving
- Diversity Training
- **Greater system flexibility**
- For minorities or the affected classes, _____ is much fruitful than equal
- opportunity employment.
- Select correct option:

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- **Affirmative Action** page # 54
- Workforce Diversity
- Merit based Selection
- None of the above
- Unofficial part of an organization formed on the basis of common interests is known as:
- Select correct option:
- Formal organization
- **Informal organization**
- Bureaucratic organization
- Virtual organization
- Which of the following discipline deals with the impact of individual's behavior in an
- organization?
- Select correct option:
- Organizational culture
- Organizational norms
- **Organizational behavior**
- Organizational rules
- Question # 1 of 10 ( Start time: 09:16:39 PM ) Total Marks: 1
- A manager's function is classified as line or staff based on the organization's:
- Select correct option:
- **Objectives page # 50**
- Vision Services Product
- Question # 2 of 10 ( Start time: 09:17:27 PM ) Total Marks: 1
- The basic unit of an organization is _____
- Select correct option: Individual Group Team All of the above
- Question # 4 of 10 ( Start time: 09:19:03 PM ) Total Marks: 1
- Which of the following areas are affected by the reengineering?
- Select correct option: Cost Quality Speed
- **All of the above**
- Question # 5 of 10 ( Start time: 09:19:29 PM ) Total Marks: 1
- An organization that carries out welfare projects in the locality where its business exists
- other than its core business activity is:
- Select correct option:
- **Socially Responsible organization**
- NGO
- Question # 7 of 10 ( Start time: 09:21:14 PM ) Total Marks: 1
- _____ is termed as the "right arm of the top executive."
- Select correct option: staff manager line manager
- **personnel manager** page # 50 Secretary
- Question # 8 of 10 ( Start time: 09:21:51 PM ) Total Marks: 1
- Reactive approach to overcome the influence of discriminatory practices occurred in the
- past is referred as:
- Select correct option: Equal employment opportunity
- **Affirmative action**
- HR planning Litigation process
- Question # 9 of 10 ( Start time: 09:22:17 PM ) Total Marks: 1
- Which of the following is the function performed by the line managers?

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- Select correct option: Line functions Coordinative functions Some staff
- functions
- **All of the given**
- Employment of which resource is a competitive factor for organizations.
- Select correct option:
- Land
- Money
- **Workforce**
- Technology
- Question # 2 of 10 ( Start time: 09:26:02 PM ) Total Marks: 1
- Deciding whether Mom and Pop's superstore will compete with enormous markets headto-
- head by building similar superstores is an example of
- Select correct option:
- **Strategic planning**
- Tactical planning
- Operational planning
- All of the given options
- Question # 3 of 10 ( Start time: 09:27:11 PM ) Total Marks: 1
- Manager has authorized the worker to make his own schedule. This is the example of
- Select correct option:
- Controlling Planning
- **Empowerment**
- Planning and organizing
- Question # 6 of 10 ( Start time: 09:30:21 PM ) Total Marks: 1
- Studying organizational behavior helps managers:
- Select correct option:
- **To see the value of workforce diversity**
- To analyze the efficiency of organization
- To analyze the efficiency of organization
- To become more effective in society
- Question # 8 of 10 ( Start time: 09:32:24 PM ) Total Marks: 1
- HR responsibilities of staff managers include
- Select correct option:
- assistance in hiring
- rewarding, counseling assistance in promotiion
- **all given option**
- Question # 10 of 10 ( Start time: 09:33:26 PM ) Total Marks: 1
- Large organizations often have development programmes with an aim to:
- Select correct option:
- **Prepare employees for higher level responsibilities within the organization**
- Give employees the skills and knowledge to perform their current jobs
- Monitor employee performance to ensure that it is at acceptable levels
- Help a new employee adjust himself to the new job and the employer
- Question # 2 of 10 ( Start time: 09:50:20 PM ) Total Marks: 1
- The mass movement of technically skilled people from one country to another is known
- as:

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

- Select correct option:
- Immigration
- **Brain drain**
- Transfer
- Shifting
- Question # 3 of 10 ( Start time: 09:50:49 PM ) Total Marks: 1
- HRIS helps managers to perform _____ more effectively &
- systematically.
- Select correct option:
- Management functions
- Controlling functions
- Planning functions
- **HR functions**
- Question # 4 of 10 ( Start time: 09:51:19 PM ) Total Marks: 1
- Which of the following is mandatory for the formation of an organization?
- Select correct option:
- An individual
- **Two or more individuals**
- A proprietor
- An employee
- Question # 6 of 10 ( Start time: 09:52:11 PM ) Total Marks: 1
- Human Resource Management starts with _____
- Select correct option:
- **HR Planning**
- Recruitment
- Selection
- None of the above
- Question # 7 of 10 ( Start time: 09:52:39 PM ) Total Marks: 1
- _____ managers develop organizational wide goals.
- Select correct option:
- Middle-level
- First-line level
- Low-level
- **Top-level**
- Question # 8 of 10 ( Start time: 09:53:03 PM ) Total Marks: 1
- Main source of creating difference among organizations is:
- Select correct option:
- **Human resource**
- Physical resources
- Modren technology
- Heavy budgets
- Question # 9 of 10 ( Start time: 09:53:30 PM ) Total Marks: 1
- How do companies facilitate workforce diversity?
- Select correct option:
- By relying on external support systems for minority workers
- **By encouraging employees to challenge beliefs and values of other employees**
- By organizing social activities

- By reinforcing traditional values
- Question # 2 of 10 ( Start time: 09:55:29 PM ) Total Marks: 1
- Which of these is not a technique used to manage the surplus of the workforce?
- Select correct option:
- Early retirements
- **Creative Recruiting**
- Restricted hiring
- Reduced hours
- Question # 3 of 10 ( Start time: 09:56:32 PM ) Total Marks: 1
- Rules & policies are designed to protect:
- Select correct option:
- Employees
- Employers
- Managers
- **All of the above mentioned**
- Question # 4 of 10 ( Start time: 09:57:05 PM ) Total Marks: 1
- Staffing is a process of hiring qualified employees at the right place and at the right time,
- to achieve_____.
- Select correct option:
- Targeted sales goals
- Individual career goals
- Return on investment
- **Organizational objectives**
- Question # 5 of 10 ( Start time: 09:57:28 PM ) Total Marks: 1
- When Personal manager exerted the authority as a coordinator of personal activities he
- is acting like:
- Select correct option:
- **Right arm of top executive** page # 50
- Top executive
- Staff manager
- Right arm of staff manager
- Question # 6 of 10 ( Start time: 09:58:38 PM ) Total Marks: 1
- Which of the following is NOT a goal of HRM?
- Select correct option:
- Integration of HRM with the corporate strategy of the organization
- Producing the desired human behavior that helps to achieve the organizations goals
- Creation of a flexible environment that can easily adopt change
- **To endure proper delivery of products**
- Question # 7 of 10 ( Start time: 09:59:01 PM ) Total Marks: 1
- Within an Organizations people work:
- Select correct option:
- Individually
- **In hierarchy**
- Separately
- Independently
- Question # 9 of 10 ( Start time: 10:00:23 PM ) Total Marks: 1

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- Which one of the following is an outcome of 'organizing' function of management?
- Select correct option:
- Organization's strategy
- **Motivation & commitment**
- Organization's structure
- Performance measurement
- Question # 10 of 10 ( Start time: 10:01:50 PM ) Total Marks: 1
- Organizational basic components are:
- Select correct option:
- Machinery, people, office building
- People, purpose, structure
- People, structure, finances
- **People, strategies, resources**
- Question # 1 of 10 ( Start time: 10:02:27 PM ) Total Marks: 1
- A manager who approves the training program for employees is:
- Select correct option:
- Line Manager
- **Staff Manager these are considered HR managers**
- General Manager
- None of the above
- Question # 3 of 10 ( Start time: 10:03:39 PM ) Total Marks: 1
- Human resource management considers organization as:
- Select correct option:
- **Entity**
- Process
- Person
- Staffing
- Question # 4 of 10 ( Start time: 10:04:08 PM ) Total Marks: 1
- Authority is a/an _____ force to control others' behavior.
- Select correct option:
- **Legal**
- Illegal
- Implied
- Applied
- Question # 5 of 10 ( Start time: 10:04:34 PM ) Total Marks: 1
- Which of the following is a micro-level challenge faced by an organization?
- Select correct option:
- **Work force diversity**
- Restructuring
- Legislation
- Technology
- Question # 6 of 10 ( Start time: 10:05:15 PM ) Total Marks: 1
- Women can not do important or heavy jobs. This is an example of:
- Select correct option:
- Stereotyping
- **Halo effect**
- Question # 1 of 10 ( Start time: 09:36:46 PM)

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

- Total Marks: 1
- Several factors had played their role in shaping the attitudes towards human resource
- management during
- Select correct option:
- **the 1970s and 1980**
- the 1950s and 1960s,
- the 1960s and 1965s
- the 1940s and 1950s
- Which of them can be a possible reason of the layoff?
- Select correct option:
- Lack of cash
- Lack of new projects
- Lack of material
- **All of the given options**
- **Masood:** Question # 3 of 10 ( Start time: 09:38:20 PM)
- Total Marks: 1
- Which of the following statement best defines “Recruitment”?
- Select correct option:
- **It is a process of attracting a number of suitable applicants**
- It is selecting the best candidate for the vacancy
- It is a process of enhancing employees’ knowledge and skills
- It is used to determine the best performers in organization
- **Masood:** Question # 5 of 10 ( Start time: 09:39:50 PM)
- Total Marks: 1
- Human resource management is not an end in itself;
- Select correct option:
- It is a self disciplinary and explanatory in nature
- **It is only a means to assist the organization with its primary objectives**
- It provides direction to the corporate-level business policy
- It is a mean to keep an eye on production and distribution operations
- Question # 6 of 10 ( Start time: 09:40:51 PM)
- Total Marks: 1
- System used to collect, record, store, analyze, & retrieve data related to an organization,
- is termed as:
- Select correct option:
- IS (Information System)
- **MIS (Management Information System**)
- HRIS (Human Resource Information System)
- DBMS (Data Base Management System)
- **Masood:** Question # 8 of 10 ( Start time: 09:42:26 PM)
- Total Marks: 1
- To make an employment decision not on the basis of legitimate job related factors is
- known as
- Select correct option:
- Gender discrimination
- **Employment discrimination see page 54**
- Stereotyping

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
## Solved by
## SHINING STAR ($$)

- Backlash
- Question # 9 of 10 ( Start time: 09:43:20 PM)
- Total Marks: 1
- Ahmed is supervising the maneuver of whole organization, which one role is being
- played by him?
- Select correct option:
- Tactical manager
- Operations manager
- **Chief Executive**
- Line manger

Which one is not true about the Re-engineering?

Stress level may be magnified

Conflict level may get severe

It may leave the employees confused and angry

People remain unaffected

Following are the different types of group roles Except :

Task-oriented roles

Relationship-oriented roles

Informational roles

Individual roles

Now many organizations are seeking help from outside parties to handle online order fulfillment instead of handling their own operations .This is known as:

Order fulfillment

Outsourcing

Job sharing

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

## Solved by

## SHINING STAR ($$)

Supply Chain Management

The basic unit of an organization is

Individual

Group

Team

All of the above

Which of the following component consists of a person's beliefs, opinions, knowledge, and information?

Affective component

Cognitive component

Behavioral component

Objective component

The members of a group interact with each other to achieve a _____ objective

Particular/Shared

Different

Aslam is working in the ABC Company. He is performing the tasks in a wide variety of human resource related areas. He is performing the role of:

HR Generalists

Coordinator

Line Manager

HR Specialist

Which of the following is not a type of role?

Task oriented Role

Relationship Oriented Role

Individual Role

None of the above

Productivity = _____.

Effectiveness x Efficiency

Effectiveness / Efficiency

Effectiveness – Efficiency

Effectiveness + Efficiency

Rajesh, who is a Hindu, applies for a job at ABC Company. The interviewer says that WE hire Muslims only and we do not hire Hindu. Making this distinction:

Is not allowable discrimination on the basis of religion

It's not the act of discrimination

It's more likely favoritism

Discrimination is allowed at the interview stage of recruitment

**Which of the following is NOT one of the methods of recruiting outside candidates?**

Select correct option:

Job advertisements

**Job postings 76 job postin is the part of internal component**

Employment agencies

Executive recruiters

**5. Periodic reductions in a company's work force to improve its bottom Line-often**

**called**

Select correct option:

Right sizing

Dismissal

Termination ,right sizing

**Downsizing. 35**

d

6. **The act of reorganizing a company for the purpose of making it more efficient**

**and** therefore more profitable is known as:

Select correct option:

Redesigning

**Restructuring** pg38

Designing

Reengineering

7. **Which of the following term is used as the indicator of missing information by**

**the** applicant while making selection decision?

Select correct option:

Red flag

Red alert

**High alert**

Alarming situation

8. **Which one is the correct statement?**

Select correct option:

**A group is not always a team**.23

A group is always a team

The term Group and teams are interchangeable

Teams and groups are synonyms

**9. HR Specialist May be a**

Select correct option:

human resource executive

manager

non-manager

**all given option pg 52**

**10. Which of the following best defines recruitment in an organization?**

Select correct option:

Forecast the supply of outside candidates

Develop an appropriate applicant pool

Determine the importance of job applicants

**All of the given options**

11. **HR department became the main force behind all changes during:**

Select correct option:

**Mechanistic period**

Catalytic period

Organistic period

Strategic period

12. **Productivity = _____.**

Select correct option:

**Effectiveness x Efficiency**

Effectiveness / Efficiency

Effectiveness - Efficiency

Effectiveness + Efficiency

13. **How often HR planning process is implemented within an organization?**

Select correct option:

**Continuously**

Annually

Bi-annually

Quarterly

14. **Which of the following statement reflects the 'Age Discrimination Act' for workers?**

Select correct option:

**At the age of 40 to 70, workers can not be retired by force**

At the age below 18, workers can never be hired

Having 10 years of experience, workers should be promoted

Workers can never be rehired if retired once

15. **Formal organizations are _____ organizations.**

Select correct option:

**Structured**

Unstructured

Irrational

Spontaneous

16. **sweetlook44: 'Fair employment legislation' is applicable to which of the following?**

Select correct option:

Collective bargaining

Planning & selection

Training & development

Grapevine network

17. **sweetlook44: The cognitive component consists of a person's:**

Select correct option:

Emotions

**Knowledge**

Attitude

Feelings

**18. Which of the following is not a component of Attitude?**

Select correct option:

Cognitive Component

Affective Component

Behavioral Component

**None of the above**

19. **sweetlook44: The manager's responsible to specify the qualifications employees need to** fill specific positions is

Select correct option:

**line manager**

middle manager

top manager

none of given option

20. **sweetlook44: The ability to think about abstract & complex situations is refered as:**

Select correct option:

Technical skill

Interpersonal skill

**Conceptual skill**

Mechanical skill

21. **sweetlook44: All the organizational activities are directed towards the achievement of:**

Select correct option:

Individual goals

**Common goals**

Country-wide goals

Diverse goals

22. **Followings are included in contingent workers EXCEPT:**

Select correct option:

Part-timers

Contractors

**Directors**

Temporaries

23. **sweetlook44: Job specification concentrates on which of the given aspects?**

Select correct option:

KSA of an individual

Job woth in an organization

**Job duties & responsibilities**

None of the given options

24. **sweetlook44: Career counseling is included in which of the functions of HRM?**

Select correct option:

Compensation & benefits

Planning and selections

**Training & development**

Maintaining HRIS

25. **sweetlook44: For an organization to survive and prosper, There _____**

**harmony** between the HRM and organizations corporate strategy.

Select correct option:

**Must be**

Must NOT be

26. **sweetlook44: several factors radically changed attitudes towards human**

**resource** information systems during

Select correct option:

During the 1960s and 1970s

**During the 1970s and 1980s**

During the 1990s and 2000s

During the 1950s and 1960s

27. **sweetlook44:Which of the following skills are required most by the Top-level managers?**

Select correct option:

Technical skills

Interpersonal skills

**Conceptual skills**

All of the given options

28. **sweetlook44: which is the procedure through which we determine the duties and nature of the jobs and the kinds of people who should be hired for them.**

Select correct option:

Job evaluation

**Job analysis**

Job specification

Job description

**29. The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:**

Select correct option:

HR planning

Job analysis

Recruitment

Selection

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
## Solved by
## SHINING STAR ($$)

**Which of the following term is said to be a part of Organizational Structure?**

Select correct option:

Goal attainment

Hierarchy level

Performance standards

Supporting staff

Question # 6 of 15 ( Start time: 08:10:43 PM ) Total Marks: 1

**Atif's job is to recognize problem areas and implementing solutions. He is also responsible to select critical information from masses of data to direct the organization in the world of overflowing information.Which of the following skills are required to perform his job effectively?**

Select correct option:

Conceptual skills

Human skills

Technical skills

Interpersonal skills

**30. Organization Behavior deals with:**

Select correct option:

Budget of the Organization

Structure of the Organization

**Individual Behavior**

None of the above

**If the workforce of an organization represents true proportion of the community**

**sectors in all its job classifications, it represents the _____ of its affirmative action.**

Select correct option:

**Performance**

Gaps

Effectiveness

Discrepancies

**Which of the following constraint does not affect the recruiting efforts?**

Select correct option:

Attractiveness of the job

Image of the organization

**Internal organizational policies**

**None of the given options**

**_____ is an obligation to perform certain tasks/activities.**

**Select correct option:**

**Duty**

**Responsibility**

**Position**

**Work**

**Question # 14 of 15 ( Start time: 08:16:49 PM ) Total Marks: 1**

**Personnel Management and Human Resource Management are:**

**Select correct option:**

**Different things**

**One and the same things**

**Question # 15 of 15 ( Start time: 08:18:18 PM ) Total Marks: 1**

**Which one of the following is a common drawback of conducting interviews?**

**Select correct option:**

**Chances of misinterpretation of the information by the job analyst**

**Inquiring about the physical demands and health & safety conditions**

**Time consuming to schedule and conduct large number of interviews**

**Involves all the people working within the organization**

**Which of the following is mandatory for the formation of an organization?**

Select correct option:

An individual

**Two or more individuals**

A proprietor

An employee

me: b

31. **All the activities performed within an organization are:**

Select correct option:

Independent

**Arbitrary**

Random

Interdependent

32. **All of the following are sources of workforce diversity, EXCEPT:**

Select correct option:

Age

Gender

Education

**Resentment**

33. **Which one is not the component of the staffing function?**

Select correct option:

Recruitment

**Strategic human resource planning**

Staffing

Training and development

34. **The managers create staff authority functions to support, assist,advice, and generally** reduce some of the informational burdens they are known as

Select correct option:

**line manager**

personnel manager

Top executive

none of given option

35. **Organizations are adopting Total Quality Management in order to:**

Select correct option:

**Improve the quality**

Control the costs

Restructure the organization

None of the above

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

1. **Methods of Collecting Job Analysis Information include**

Select correct option:

Interview

Questionnaire

Logs

**all of given option**

36. **System used to collect, record, store, analyze, & retrieve data related to an organization,** is termed as:

Select correct option:

IS (Information System)

MIS (Management Information System)

**HRIS (Human Resource Information System)**

DBMS (Data Base Management System)

37. **Which term focus on the differences and similarities among the workforce?**

Select correct option:

Variety

**Diversity**

Uniformity

Harmony

38. **The basic unit of an organization is _____**

Select correct option:

Individual

Group

**Team**

All of the above

2. **A larger work segment composed of several tasks that are performed by an individual.**

Select correct option:

Responsibility

**Duty**

Job

Liability

39. **Within an Organizations people work:**

Select correct option:

Individually

**In hierarchy**

Separately

Independently

40. **For an organization to survive and prosper, There ____ harmony between the HRM and** organizations corporate strategy.

Select correct option:

**Must be**

Must NOT be

41. **_____ assists organizations, its managers, and organizational staff.**

Select correct option:

Marketing department

Finance department

**HR department**

Production department

42. **Brain Drain is term that refers to:**

Select correct option:

**The lose of intellectual capital from the organization**

The decline in the mental capacity of the work force

The decline in the skills of the work force

None of the above

43. **Which one of the following is Not included in 'Training and Development'?**

Select correct option:

Employee orientation

Career development

Employee education

**HRIS maintenance**

44. **Due to the increase in the importance and role of HRM, HR manager needs to be a _____**

Select correct option:

**Dynamic person, Quick and responsive to new trends**

A good labor union leader

A good communicator with the top management

None of the above

45. **The process of ensuring that a qualified person is available to assume a managerial** position once the position is vacant.

Select correct option:

**Succession Planning**

Succession Development

Creative Recruiting

none of given option

46. **According to which of the following term jobs that have similar demands in terms of** skills, knowledge & abilities should be placed in common compensation groups?

Select correct option:

**Job evaluation**

Job analysis

Job description

Job specification

47. **Which aspect of human resource management is concerened with the collective** bargaining of labor union?

Select correct option:

Stockholder relations

Industrial relations

Personnel relations

**Employee relations**

48. **Which of the following act represents a situation in which employment decisions**

**are** NOT effected by illegal discrimination?

Select correct option:

**Fair employment**

Legal compliance

Litigation process

Affirmative action

49. **Which of the following recruitment method provides a platform to multiple employers to** attract large number of applicants?

Select correct option:

Job offer

Job fair

Job festival

**Job listing**

50. **The relationship among organizational people, required for a particular job is identified** by which of the given term?

Select correct option:

Job title

**Job evaluation**

Job analysis

Job worth

51. **Impact of individuals' behavior in an organization is studied under:**

Select correct option:

Organizational culture

Organizational norms

**Organizational behavior**

Organizational rules

52. **Authority is a/an _____ force to control others' behavior.**

Select correct option:

**Legal**

Illegal

Implied

Applied

53. **The authority exerted by a personnel manager is**

Select correct option:

Line Authority

Staff Authority

**Functional Authority**

Authority given by Organization

54. **A manager's function is classified as line or staff based on the organization's**

Select correct option:

Vision

Flow of authority

objectives

**none of given option**

55. **Set organizational goals, should be:**

Select correct option:

**Attainable**

Ambiguous

Uncertain

Random

56. **Which one method mostly provide an opportunity to reach the large pool of applicant**

Select correct option:

Visiting colleges

Word of mouth

Job posting on internet

**All of given options**

**57. Ratio of outputs to inputs is known as:**

Select correct option:

Performance

Effectiveness

Motivation

**Efficiency**

58. **standardized method for rating, classifying, and comparing virtually every kind of job** based on data, people, and things is known as

Select correct option:

**Department of Labor Procedure**

Position Analysis Questionnaire

Functional job analysis

none of given option

**59. Most line managers are responsible for**

Select correct option:

staff functions

not for staff functions

**for some staff functions**

60. **Which of the following terminology describes the legal legislation in which job applicant** should not be rejected on the basis of discriminatory practices?

Select correct option:

Affirmative action

Legal compliance

**Equal employment opportunity**

Stereotype

61. **Which of the following is a process of attracting individuals on timely basis, in sufficient** numbers and with appropriate qualifications, to apply for jobs with an organization?

Select correct option:

Selection

**Recruitment**

Staffing

Enrollment

**62. Which of the following skill/s is/are required for an effective team?**

Select correct option:

Problem-solving skills

Technical skills

Interpersonal skills

**All of the given options**

63. **The members of a group interact with each other to achieve a _____ objective**

Select correct option:

**Particular/Shared**

Different

64. **The document which is used to assess whether someone has the right qualities**

**and** Experience for the job is known as

Select correct option:

Job description

Job specification

**Job profile**

None of given option

65. **The relationship among organizational people, required for a particular job is**

**identified** by which of the given term?

Select correct option:

Job title

Job evaluation

66. **Which one statement is true about internal equity in compensation system?**

Select correct option:

This means that as job rates are set, they are determined on such dimensions As

skills, job responsibilities, effort and accountability.

Internal equity not shows the fairness of pay structure

Internal equity means comparing employees with each other by their personal

characteristics

None of given options

67. **Which one is not the type of contingent workers?**

Select correct option:

Part time workers

**Core workers**

Contract workers

Temporary workers

**68. Opportunities & Threats are _____ to an organization.**

Select correct option:

Important

Internal

Central

**External**

69. **Which one of the following is Not included in 'Training and Development'?**

Select correct option:

Employee orientation

Career development

Employee education

**HRIS maintenance**

**70. Which of the following best defines recruitment in an organization?**

Select correct option:

Forecast the supply of outside candidates

Develop an appropriate applicant pool

Determine the importance of job applicants

**All of the given options**

**71. Human resource management is not an end in itself;**

Select correct option:

**It is a self disciplinary and explanatory in nature**

It is only a means to assist the organization with its primary objectives

It provides direction to the corporate-level business policy

It is a mean to keep an eye on production and distribution operations

**72. In which of the following area organizations are legally bound to maintain consistency in** HR policies?

Select correct option:

**Compensation system**

Training & development

Safety measures

None of the given options

**73. Most line managers are responsible**

Select correct option:

line functions

coordinative functions

staff functions

**all of given option**

74. **Which of the given term represents the liability of an employer, created due to appointing an incapable applicant for a particular position as a result of an improper background investigation of that applicant?**

Select correct option:

Neglectful hiring

Careless hiring

**Negligent hiring**

Inattentive hiring

75. **How many levels of management are in a traditional organization?**

Select correct option:

5**3**84

76. **According to which of the following theory we can learn through observations and through our personal experiences?**

Select correct option:

Operant conditioning

**Social learning**

Personality development

None of the given options

77. **'Human Relation Approach' was emerged during:**

Select correct option:

**1930-40**

1940-50

1950-60

1960-70

78. **Which of the following is NOT a goal of HRM?**

Select correct option:

Integration of HRM with the corporate strategy of the organization

Producing the desired human behavior that helps to achieve the organizations goals

Creation of a flexible environment that can easily adopt change

**To endure proper delivery of products**

79. **Following are all included in 'Statistical Approach' of forecasting EXCEPT:**

Select correct option:

Trend analysis

**Sensitivity analysis**

Ratio analysis

Regression analysis

80. **Currently one of the major characteristics of HRM is the importance of**

**adopting a/an** _____ approach.

Select correct option:

Organistic

**Strategic**

Catalytic

None of the given options

**DATE :1-11-2010**

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

**QUIZ1 of MGT 501**

**start**

**A note of appreciation for an employee is an example of ____.**

Select correct option:

Pay

Benefits

Non-Financial Rewards

**None of the above**

**81. Manufacturing was the main concern of personnel department during:**

Select correct option:

**Mechanistic period**

Catalytic period

Organistic period

Strategic period

82. **People within a group who initiate the work, give new ideas and also collect information** about the task, are actually performing:

Select correct option:

Information collector roles

**Task oriented roles**

Relationship oriented roles

Individual roles

**83. Career counseling is included in which of the functions of HRM?**

Select correct option:

Compensation & benefits

Planning and selections

**Training & development**

Maintaining HRIS

**84. which of the following is not a function of management**

Select correct option:

planning

organizing

controlling

**politics**

**85. Which one of the following is Not a benefit of workforce diversity?**

Select correct option:

More innovation

Better Problem solving

**Diversity Training**

Greater system flexibility

86. **In which of the following area organizations are legally bound to maintain consistency in** HR policies?

Select correct option:

Compensation system

Training & development

Safety measures

**None of the given options**

87. **Which of the following statement describes human resource management in an** organizational setting?

Select correct option:

It includes management of machines, materials, money and credit

It consists of a process of promoting, selling, and distributing products or services

**It tries to match an organization's needs to the skills and abilities of its employees**

It includes interlocking functions of formulating corporate-policy and its implementation

**88. Which of the following role a manager performs as a Resource allocator?**

Select correct option:

Interpersonal role

**Decisional role**

Informational role

Supportive role

**89. Authority is a/an _____ force to control others' behavior.**

Select correct option:

**Legal**

Illegal

Implied

Applied

90. **The employees belonging to same gender or color or any other common attribute are usually found to communicate with other employees from the same gender or color. This refers to**:

Select correct option:

**Segmented Communication Networks**

Lower Cohesiveness

Work Force Diversity

None of the above

**91. The members of a group interact with each other to achieve a _____ objective**

Select correct option:

Particular/Shared

Different

**Quiz 1**

**MGT 501**

**92. Main source of creating difference among organizations is:**

Select correct option:

**Human resource**

Physical resources

Modren technology

Heavy budgets

**93. Human resource management is not an end in itself;**

Select correct option:

**It is a self disciplinary and explanatory in nature**

It is only a means to assist the organization with its primary objectives

It provides direction to the corporate-level business policy

It is a mean to keep an eye on production and distribution operations

**94. HRM has a _____ link with the corporate strategy of the organization.**

Select correct option:

Direct

**Indirect**

**95. How do companies facilitate workforce diversity?**

Select correct option:

By relying on external support systems for minority workers

By encouraging employees to challenge beliefs and values of other employees

By organizing social activities

By reinforcing traditional values

96. **According to which of the following theory we can learn through observations and** through our personal experiences?

Select correct option:

Operant conditioning

**Social learning**

Personality development

None of the given options

97. **Staffing is a process of hiring qualified employees at the right place and at the right time,** to

achieve _____.

Select correct option:

**Targeted sales goals**

Individual career goals

Return on investment

Organizational objectives

**98. Which of these functions is affected by external influences?**

Select correct option:

Staffing

Development

Maintenance

**All of given options**

**99. The Corporate Culture of an organization is its _____ factor.**

Select correct option:

**Internal**

External

100. **Which of the following practice involves the selling off portions of the company and** making severe staff reductions?

Select correct option:

Redesigning

**Restructuring**

Organizational designing

Reengineering

**101. Which of the following is MOST important to manage workforce diversity?**

Select correct option:

Lower cohesiveness

Support group

**Top-level commitment**

Resistance to change

**102. Groups and Teams are _____**

Select correct option:

One and the same things

**Different things**

Quiz 1

**103. Organizational basic components are:**

Select correct option:

Machinery, people, office building

**People, purpose, structure**

People, structure, finances

People, strategies, resources

**104. The process of pursuing an inclusive culture where newcomers feel welcomed by existing employees and everyone sees the value of his or her job, is termed as:**

Select correct option:

Management of uniformity

Variety management

Managing stereotypes

Diversity management

**105. The term "People" is one of the components of an organization which**

**refers to:**

Select correct option:

Society

**Customers**

Human resource

General public

**106. The Government for the first time has reserved a specific number of seats in the National Assembly for females. This practice of the Government is an example of:**

Select correct option:

**Affirmative Action**

Equal Employment Opportunity

Social Responsibility

None of the above

**107. Values are important to organizational behavior because they:**

Select correct option:

**Are considered as an integral part of culture**

Help to understand the attitudes and motivation

Form the supporting foundation for the study of ethics

Allow the study of alignment of organizational policies

Hazlyez quiz 1

**108. An organization that carries out welfare projects in the locality where its business exists** other than its core business activity is:

Select correct option:

Socially Responsible organization

**NGO**

109. **hazeleyezgirl: An Affirmative action is:**

Select correct option:

**An attempt to eliminate the effects of past discrimination**

An attempt to sort out those who violate the code of conduct

110. **hazeleyezgirl: People can be more productive while working in:**

Select correct option:

Isolation

**Groups**

Crowd

None of the given options

111. **Who is said to be responsible for task allocation in order to fulfill the organizational** goals?

Select correct option:

Stockholders

Stakeholders

**Managers**

Investors

112. **hazeleyezgirl:Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?**

Select correct option:

Backlash

Mistrust

**Cohesiveness**

Stereotyping

113. **hazeleyezgirl: Value statements, either favorable or unfavorable, concerning people, events, or objects are known as**

Select correct option:

Behavior

Perception

**Attitudes**

Norms

114. **azeleyezgirl: The basic unit of an organization is _____**

Select correct option:

Individual

**Group**

Team

All of the above

1. **hazeleyezgirl: The Corporate Culture of an organization is its _____ factor.**

Select correct option:

**Internal**

External

**115. Supervisors fall into the:**

Select correct option:

Top-level

Middle-level

**First-line level**

Executive level

116. **The business of the organization is going smooth. It starts a training**

**program for its** employees to improve

their command over English language and the latest version of Windows Operating system.

This is an

Select correct option:

**Employee Training**

Employee Development

Safety and Health

None of the above

**117. An attempt to solve a problem once it happens is termed as _____.**

Select correct option:

Proactive Response

**Reactive Response**

**118. Which of the following statement best defines "Recruitment"?**

Select correct option:

It is a process of attracting a number of suitable app

It is selecting the best candidate for the vacancy

It is a process of enhancing employees' knowledge a

It is used to determine the best performers in organi

119. **A staff handbook is a reference tool for managers and staff. . The handbook contains the** information

Select correct option:

Personal conduct

Terms and conditions

Briefing and induction

**all of given options**

120. **Currently one of the major characteristics of HRM is the importance of adopting a/an _____**

approach.

Select correct option:

Organistic

Strategic

Catalytic

None of the given options

**121. HR responsibilities of staff managers include**

Select correct option:

assistance in hiring

rewarding, counseling

assistance in promotiion

all given option

**122. In which function the manager distributes authority among the workers .**

Select correct option:

Planning

Leading

Controlling

**None of given option**

**123. Which of the following is true?**

Select correct option:

All the Teams are Groups but every group is not a Te

All the Teams are not Groups but every group is a Te

**124. The primary reason for implementing affirmative action plans is**

Select correct option:

White male made up majority of workers in our comp

U.S. Companies were still growing and could accomm

Legal and social coercion were necessary to bring ab

All of given options

**125. Which one statement is true about internal equity in compensation system?**

Select correct option:

This means that as job rates are set, they are determ

As skills, job responsibilities, effort and accountability

Internal equity not shows the fairness of pay structu

Internal equity means comparing employees with eac

None of given options

126. **Anyone, regardless of race, color, sex, religion, national origin, or age, has an equal** chance for a job

Select correct option:

Affirmative Action

Equal Employment Opportunity

diversity

diversity ,Affirmative Action

**127. Controlling the Costs is an _____ Challenge for HRM**

Select correct option:

Organizational

Environmental

**128. Which of the following is the major objective of training function of HRM?**

Select correct option:

To attract qualified applicant to fill the job vacancies

To give employees the skills and knowledge to perfor

To help a new employee adjust himself to the new jo

To monitor employee performance to ensure that it is

**129. Impact of individuals' behavior in an organization is studied under:**

Select correct option:

Organizational culture

Organizational norms

Organizational behavior

Organizational rules

**130. _____ managers develop organizational wide goals.**

Select correct option:

Middle-level

First-line level

Low-level

Top-level

**131. Two important factors that affect individual productivity**

Select correct option:

Ability and situation

Ability and motivation

Motivation and opportunity

Opportunity and resources

**132. An organization operates in:**

Select correct option:

An isolated system

A closed system

A clogged system

An open system

133. **The emigration of trained and talented individuals to other nations due to lack of** opportunity or other reasons is known as _____.

Select correct option:

Job Insecurity

Total Marks: 1

Outsourcing

Workforce diversity

Brain Drain

**134. If a company is employing the fresh graduates as well as the professional experts, the management is said** to be enhancing _____.

Select correct option:

Stereotyping

Variety

**Diversity**

Uniformity

**135. Today's team-based organizations rely mainly**

Select correct option:

Virtual Teams

process teams

Quality circles

Self-Directed

**136. Career counseling is included in which of the functions of HRM?**

Select correct option:

Compensation & benefits

Planning and selections

Training & development

Maintaining HRIS

**137. HR managers are generally**

Select correct option:

Staff managers

Line manager

Operational manager

Top executive

Quiz 2

138. **Who is responsible to take corrective actions in response to unforeseen problems?**

Select correct option:

Liaison

**Disturbance-handler**

Figurehead

Spokesperson

139. **Due to the increase in the importance and role of HRM, HR manager needs to be a _____**

Select correct option:

**Dynamic person, Quick and responsive to new trends**

A good labor union leader

A good communicator with the top management

None of the above

Armaan: a

140. **_____application of HRIS includes development &**

**modification of** HR plans.

Select correct option:

Administrative

Operational

Strategical

Functional

141. Question # 6 of 15 ( Start time: 10:55:59 AM ) Total Marks: 1

**Larger work segment, composed of several tasks that are required to perform by an individual is known as:**

Select correct option:

**Duty**

Responsibility

**142. In which function the manager distributes authority among the workers .**

Select correct option:

Planning

Leading

Controlling

**None of given option**

143. **Which of the following is the major objective of training function of HRM?**

Select correct option:

To attract qualified applicant to fill the job vacancies

**To give employees the skills and knowledge to perform their jobs effectively**

To help a new employee adjust himself to the new job and the employer

To monitor employee performance to ensure that it is at acceptable levels

144. **Entrepreneurs are said to perform the:**

Select correct option:

Interpersonal role

Informational role

Supportive role

**Decisional role**

145. **Which of the following component consists of a person's beliefs, opinions, knowledge,** and information?

Select correct option:

Affective component

**Cognitive component**

Behavioral component

Objective component

146. **Manager has authorized the worker to make his own schedule. This is the example of**

Select correct option:

Controlling

Planning

**Empowerment**

Planning and organizing

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

A manager who assists a senior manager so that he/she may better perform the assigned duties is _____

Line manager

Staff Manager

General Manager

None of the above

The degree to which the organization's outputs correspond to the needs and wants of the external environment is termed as

Efficiency

Effectiveness

Which of the following areas are affected by the reengineering?

Cost

Quality

Speed

All of the above

Adeel is responsible for representing his organization to outsiders, which of the following role is being played by him?

Monitor

Spokesperson

Disseminator

Disturbance handler

The managers who are responsible for specifying the qualification of employees to fulfill specific position usually belong from:

HR Department

# MGT501 - HUMAN RESOURCE MANAGEMENT MCQS

Solved by

SHINING STAR ($$)

Marketing Department

Finance Department

TQM Department

Which of the following statement best defines “Recruitment”?

It is a process of attracting a number of suitable applicants

It is selecting the best candidate for the vacancy

It is a process of enhancing employees’ knowledge and skills

It is used to determine the best performers in organization